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› [PAX](#) /

› [PAX A920 Mobile Tablet Terminal User Manual](#)

PAX A920Pro-0AW-RD5-02EA

PAX A920 Mobile Tablet Terminal User Manual

Model: A920Pro-0AW-RD5-02EA

INTRODUCTION

The PAX A920 is a state-of-the-art mobile tablet terminal designed for modern payment processing. It combines the functionality of a payment device with the versatility of an Android operating platform. Featuring a large high-definition color display and an integrated thermal printer, the A920 is built for efficient and secure transactions. It supports a wide range of connectivity options, including 3G, WiFi, and Bluetooth, along with inbuilt NFC contactless and EMV chip card capabilities. This manual provides essential information for setting up, operating, and maintaining your A920 terminal.



Image: The PAX A920 terminal in use, demonstrating a card insertion for payment processing.

SETUP

1. Unboxing and Initial Inspection

Upon receiving your PAX A920, carefully open the packaging and inspect the contents. Ensure all items listed below are present and undamaged.

What's in the Box:

- PAX A920 Mobile Tablet Terminal
- Power Adapter
- USB Cable

2. Charging the Device

Before first use, fully charge the A920 terminal. Connect the provided USB cable to the device and the power adapter, then plug the adapter into a standard electrical outlet. The charging indicator will illuminate.

3. Installing Printer Paper

The A920 features a hidden thermal printer. To install paper:

1. Locate the printer cover release mechanism, typically on the top or side of the device.
2. Open the printer cover.
3. Insert a new thermal paper roll, ensuring the paper feeds from the bottom of the roll and the leading edge is straight.
4. Close the printer cover firmly until it clicks into place, leaving a small amount of paper protruding.



Image: The PAX A920 terminal alongside a thermal paper roll, illustrating the paper type used for the integrated printer.

4. Network Connectivity

The A920 supports multiple connectivity options:

- **Wi-Fi:** Navigate to Settings > Wi-Fi to connect to an available wireless network.
- **3G:** Insert a compatible SIM card (not included) into the designated slot for cellular data connectivity.
- **Bluetooth:** Enable Bluetooth in Settings to pair with compatible peripherals.

A stable internet connection is required for transaction processing.

5. Merchant Processing Account

A merchant processing account is essential for using this device to accept payments. This account can be obtained through an agent, your bank, or an online provider. For debit card processing with PIN, ensure your terminal has the correct encryption type. Contact your merchant processor's customer support for encryption details if you are unsure (e.g., Wells 350, Carlton 500, TSYS XXX, Elavon).

OPERATING INSTRUCTIONS

1. Powering On/Off

- **Power On:** Press and hold the power button (usually on the side) until the screen illuminates.
- **Power Off:** Press and hold the power button, then select "Power Off" from the on-screen options.

2. Navigating the Android Interface

The A920 runs on the Android operating system, providing a familiar tablet-like experience. Use the touchscreen to navigate applications, settings, and input data. Common navigation buttons (Back, Home, Recent Apps) are typically located at the bottom of the screen.



Image: A close-up of the A920's screen, showing the retailcloud mPOS interface with various transaction and management options.

The device's interface is designed for intuitive use, allowing quick access to sales transactions, customer management, reporting, and other features provided by your installed merchant application.

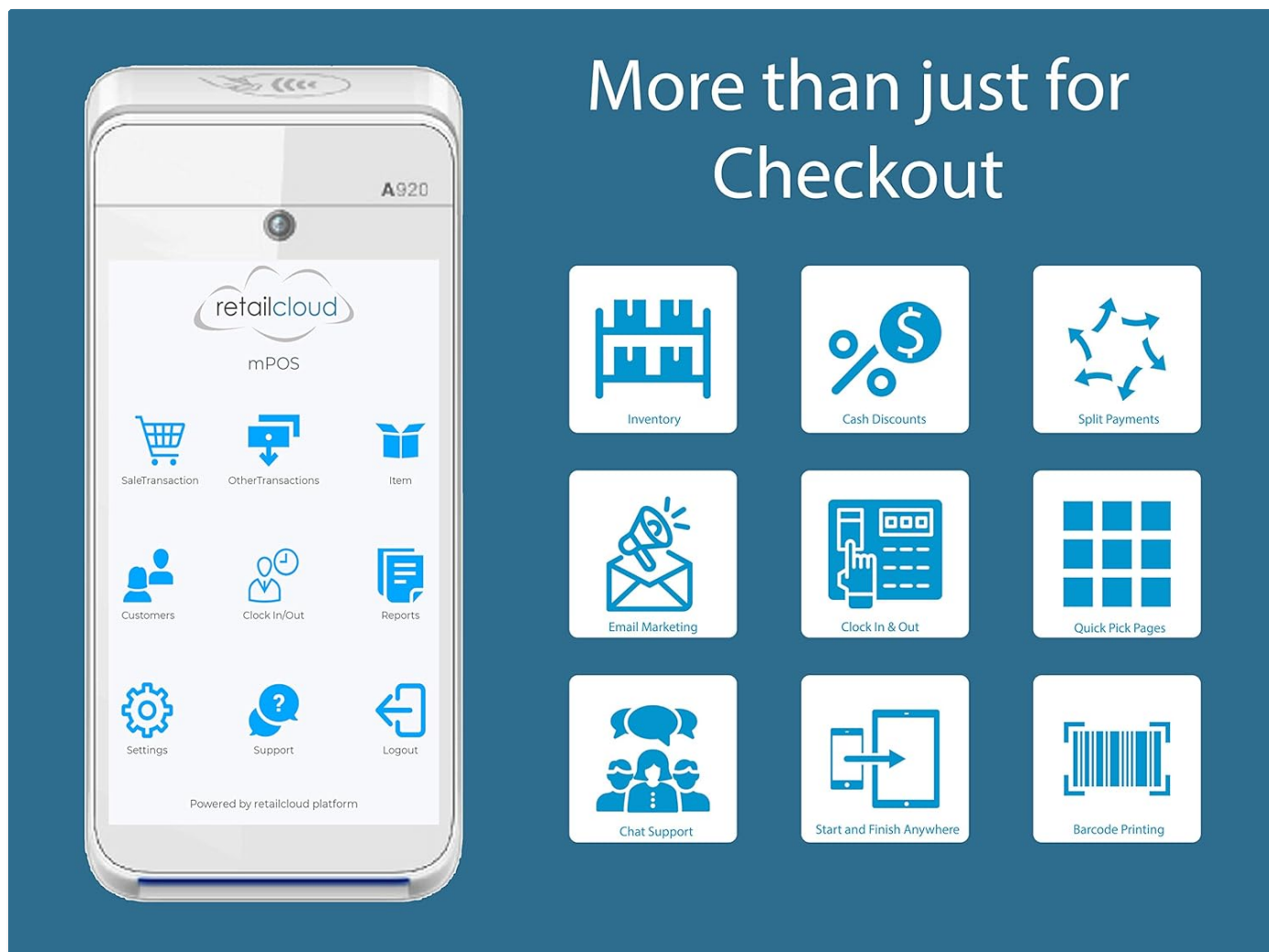


Image: The A920's display showing a grid of application icons, indicating its multi-functional capabilities beyond basic checkout.

3. Processing Transactions

The A920 supports various payment methods:

- **Chip Card (EMV):** Insert the customer's chip card into the EMV slot at the bottom of the device. Follow on-screen prompts.
- **NFC Contactless:** Tap the customer's contactless card or mobile device near the NFC symbol on the terminal's screen or top.
- **Magnetic Stripe:** Swipe the customer's card through the magnetic stripe reader (if applicable, typically on the side).

After a transaction, the device may prompt for an electronic signature capture on the screen. The integrated thermal printer will automatically print receipts as configured by your merchant application.

MAINTENANCE

1. Cleaning the Device

To ensure optimal performance and hygiene, regularly clean your A920 terminal:

- Use a soft, lint-free cloth slightly dampened with water or a mild, non-abrasive cleaner.
- Wipe down the screen and exterior surfaces.
- Avoid spraying liquids directly onto the device or using harsh chemicals.
- For the card reader slots, use specialized cleaning cards designed for payment terminals.

2. Battery Care

To prolong battery life:

- Avoid extreme temperatures.
- Do not allow the battery to fully discharge frequently.
- Use only the provided power adapter and USB cable for charging.

3. Printer Maintenance

Regularly check and replace the thermal paper roll as needed. Use only high-quality thermal paper to prevent damage to the printer mechanism and ensure clear printouts.

TROUBLESHOOTING

This section addresses common issues you might encounter with your PAX A920 terminal.

Device Freezing or Unresponsive Screen

- **Restart:** Press and hold the power button for approximately 10-15 seconds until the device powers off, then restart it.
- **Check Battery:** Ensure the device has sufficient battery charge. Connect it to the power adapter.
- **Close Applications:** If the device is slow, close unnecessary applications running in the background.

Printer Not Printing or Faint Print

- **Check Paper:** Ensure the thermal paper roll is correctly installed and not empty. Verify the paper is feeding from the correct side.
- **Clean Print Head:** Gently clean the thermal print head with an alcohol swab if printouts are faint or streaky.
- **Paper Type:** Ensure you are using thermal paper, as regular paper will not work.

Connectivity Issues (Wi-Fi, 3G, Bluetooth)

- **Toggle On/Off:** Turn Wi-Fi, 3G, or Bluetooth off and then back on in the device settings.
- **Router/Network Check:** For Wi-Fi, ensure your router is working correctly and the device is within range.
- **SIM Card:** For 3G, verify the SIM card is properly inserted and active with your carrier.

Transaction Errors / Card Not Reading

- **Card Insertion/Swipe:** Ensure the card is inserted fully into the EMV slot or swiped correctly through the magnetic stripe reader.
- **NFC Placement:** For contactless payments, ensure the card/device is held steadily over the NFC reader area.
- **Clean Card Reader:** Use a specialized cleaning card to clean the EMV and magnetic stripe readers.
- **Merchant Account:** Verify your merchant processing account is active and configured correctly for the transaction type.
- **Encryption:** If experiencing issues with PIN debit, confirm your terminal has the correct encryption type from your merchant processor.

SPECIFICATIONS

Key technical specifications for the PAX A920 Mobile Tablet Terminal:

Feature	Specification
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Feature	Specification
Standing Screen Display Size	5.5 Inches
Operating System	Android
Processor Brand	ARM
Graphics Coprocessor	Cortex A7 + ARM
Connectivity Technology	Cellular, Bluetooth, Wi-Fi, NFC
Item Weight	1.01 pounds
Product Dimensions (LxWxH)	6.92 x 3.07 x 2.6 inches
Rear Webcam Resolution	5 MP
Color	White

WARRANTY AND SUPPORT

For specific warranty information regarding your PAX A920 terminal, please refer to the documentation provided at the time of purchase or contact your vendor. Support for the device's functionality and integration with payment processing systems is typically provided by your merchant processing service provider.

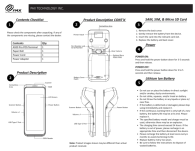

If you require assistance with your merchant account setup, encryption types, or transaction processing, please contact your merchant processor's customer support directly. They are best equipped to provide guidance on these specific aspects of the device's operation within your payment ecosystem.





For general product inquiries or technical issues not related to merchant processing, you may contact PAX support channels as indicated on their official website or product packaging.

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This manual is for informational purposes only. Specifications are subject to change without notice.

Related Documents - A920Pro-0AW-RD5-02EA

	<p>PAX A920 Pro POS Terminal: Quick Start Guide and Product Information</p> <p>This document provides essential information for the PAX A920 Pro POS Terminal, including contents checklist, product description, setup, cleaning, and FCC compliance details.</p>
	<p>PAX A920Pro User Manual: Setup, Payments, and Settings</p> <p>Comprehensive user manual for the PAX A920Pro payment terminal, covering device overview, setup, accepting and refunding payments, daily closing, payment reservations, and further settings. Learn how to use your PostFinance terminal efficiently.</p>

	<p>PAX A920 Pro Quick Start Guide</p> <p>A quick start guide for the PAX A920 Pro payment terminal, covering unboxing, setup, and WiFi connection.</p>
	<p>PAX A920 Pro Quick Start Guide - Setup and Connection</p> <p>A comprehensive quick start guide for the PAX A920 Pro payment terminal, detailing unboxing contents, initial setup, SIM card connectivity, and WiFi network configuration for seamless operation.</p>
	<p>PAX D195 Mobile Payment Terminal Quick Setup Guide</p> <p>A concise guide for installing, operating, and maintaining the PAX D195 mobile payment terminal, including essential usage tips and regulatory compliance information.</p>
	<p>PAX D190 Mobile Payment Terminal Installation Manual</p> <p>This document provides installation and usage instructions for the PAX D190 Mobile Payment Terminal, covering component checklists, setup procedures for SAM cards and batteries, operational instructions, environmental considerations, battery care, and regulatory compliance information.</p>