

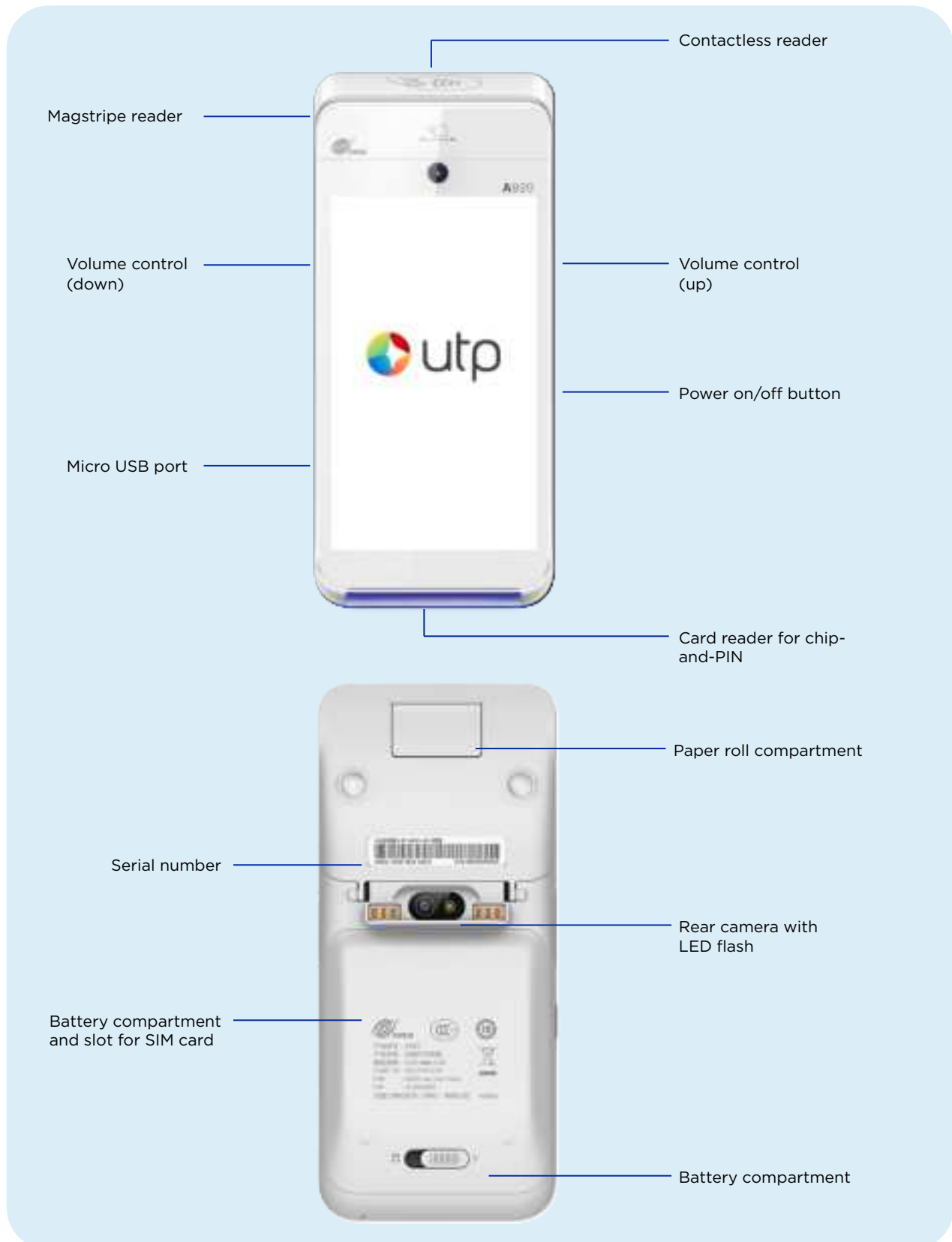
# UTP PRO

## QUICK START GUIDE



## Device Overview

With your UTP PRO (PAX A920), you have chosen an industry-leading terminal based on Android that delivers fast and reliable card processing. With its integrated reader for contactless payment methods, receipt printer, cameras and much more, it is the perfect choice for accepting today's payment methods in your business.



## Whats in the box?



UTP PRO



Adapter + cable  
USB-C / USB



Setup  
paper roll

## Setting up your terminal

### Changing the paper roll

Start by turning the terminal over. At the top of the device use your fingernail to pull the **Paper Cover Latch** toward you. The top section of the device will pivot downwards. To remove the paper roll, simply pull it out.

To install a new paper roll, insert the roll with the paper poking out of the top of the device. Then, close the lid until the lid snaps into place. Ensure the lid is fully closed and that the paper can freely feed out the top. Tear off any excess paper.

[Watch online here](#)

### Changing the battery

Start by turning the terminal over. At the bottom of the device, you will see the Lid Switch next to a lock symbol. Push this to the right. This will now release the battery cover and is free to gently remove by gripping the sides.

To install a battery, first remove the protective cover over the battery connectors. Next, insert the battery with the gold connectors towards the top right side. Slide the battery upwards, whilst carefully pushing the bottom into place. Insert the top of the battery lid into the lid hinges. Then, lower the bottom of the lid cover until it is flush with the case. Finally, slide the lid switch to the left to lock the battery cover.

[Watch online here](#)

## Power On/Off and Sleep Mode

### Power On

Press and hold the **Power button** for three seconds until the screen the screen powers on.

## Power Off

Press and hold the **Power button** for three seconds until the power menu is shown. Tap **Power off**, and then confirm. A 'shutting down...' message will show when the terminal is turning off.

## Sleep Mode

To put the device in or out from sleep mode, click the **Power button** once.

## Connecting to WiFi

To connect the device to WiFi, click the **three dots** in the top right-hand corner of the screen and select **WiFi Settings**.

The device will automatically search and bring up available WiFi networks. Follow the connection process. When completed, click the **back arrow** on the bottom left of the screen.

## Conducting a Sale/Refund

From the main menu select **Sale/Refund**.

Key in the amount of the sale or refund and select **Done**.

You will be prompted to 'Tap, Swipe or Insert'; or complete the transaction with the 'Card Not Present feature'.

If the customer is present, ask the customer to do one of the following:

- Tap the card on the contactless reader
- Swipe the card through the magstripe reader
- Insert card into the card reader

If the customer is not present, select the Card Not Present button:

- Key in the card number and expiry date and select Done
- Key in the CSC number and select Done

If all details are valid the terminal will process the transaction.

If the transaction has been approved a green tick is displayed. If the transaction has failed a red cross is displayed. The Sale/Refund process is now complete, the application will return to the main menu.

[Watch online here](#)

## For support get in touch with our Helpdesk

0330 99 99 900

[utpgroup.co.uk](http://utpgroup.co.uk)

## Opening hours

Monday – Friday  
08:00 – 20:00

Saturday  
09:00 – 18:00

Sunday  
10:00 – 16:00