

Payment Cloud PAX A80 Smart Keypad User Manual



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Payment Cloud PAX A80 Smart Keypad



Overview

The PAX A80 Smart Keypad, also known as the Pax A80 countertop wireless terminal, is your all-in-one terminal for magstripe, EMV chip, and NFC-enabled contactless payments. Equipped with a full keypad, this intuitive Pax A80 countertop smart card terminal simplifies accepting payments and digesting important data. It ensures seamless transactions, making it a versatile credit card machine suitable for any countertop setup.

[Click here to purchase the PAX A80 Smart Keypad terminal from our online shop.](#)

Setup

How To Load Paper Roll

1. Open the latch on the top of the device to access the receipt paper compartment.
2. Insert the thermal receipt paper roll inside the open compartment facing you, with a small length of paper (approximately two inches) left hanging out.
3. Close the latch to the receipt paper compartment. You should hear the latch snap into place upon closing.

How To Turn On/Off

1. Power On: Press and hold the power button for approximately two seconds until the LCD backlight illuminates.
2. Power Off: Press and hold down the power button until the LCD display disappears from your screen.

How To Adjust Volume Control

1. Select SETTINGS.
2. Select SOUND & NOTIFICATION
3. Adjust the volume under MEDIA VOLUME to suit your preferences.

How To Set Up an Ethernet or Wifi Connection Connect to Ethernet

1. Select SETTINGS.
2. If prompted, enter the default password (either 9876 or pax9876@@).
3. In WIRELESS & NETWORK, select ETHERNET. Make sure that your Ethernet cable is securely plugged into your PAX A80 device (specifically, into the Ethernet port, which is marked by text that reads USB HOST).
4. Activate Ethernet by tapping the Ethernet toggle.
5. Select ETHERNET IP MODE, then STATIC.
6. Enter your IP address, gateway, and DNS information when prompted.
7. Alternatively, select ETHERNET CONFIGURATION and select the correct or relevant CONNECTION TYPE.

Connect to WiFi

1. Select the WIFI icon from the main menu or go to SETTINGS to access WIFI.
2. You will be prompted to input the PAX A80's default password.
3. Select WIFI.
4. Select your home WIFI network, enter your password, and press CONNECT.
5. The WIFI icon will then display in the upper right-hand corner of your PAX A80 screen, indicating a connection.

PAX A80 – Default Password

The default password for the PAX A80 will either be 9876 or pax9876@@.

Accept Payments

Accepting Multiple Payments on the PAX A80

The PAX A80 is compatible with most payment types, including EMV chip, NFC contactless, and tap-to-pay options. It supports WiFi, Ethernet, and LAN connectivity and accepts payments from all the leading card brands: Visa, Mastercard, Discover, and American Express. The A80 can also accept Apple Pay and QR-based payments. For further information on how to configure your PAX A80 to accept Apple Pay and other mobile wallet options, contact your provider.

The PAX A80 is powered by an Android operating system and comes equipped with a sim card slot and built-in high-speed printer, plus an optional privacy pin shield, 720mAh | 7.4V battery backup, and cluster cable.

How To Process a Sale

Chip Credit Sale

1. If prompted, select CREDIT from the main menu.
2. Select SALE.
3. Enter and review the amount for the sale, then confirm.
4. PAX A80 users can select a tip amount if this is a restaurant sale. To do this, enter the tip amount, adjust if necessary, and confirm. If a customer does not leave a tip, enter 0 and confirm.
5. The cardholder will be prompted to swipe, insert, or tap their card. If they insert their card, they will be asked to remove it from the PAX A80.
6. Upon confirmation, the cardholder may be prompted to sign for their purchase via signature capture on the PAX A80 touchscreen and then confirm. To retry, press CLEAR to delete the previous signature and sign again on the signature line.
7. The sale will either be approved or declined, with the option to print a receipt.

Manual Entry Credit Sale

1. If prompted, select CREDIT from the main menu.
2. Select SALE.
3. Manually enter credit card details in the slot where it says ENTER ACCOUNT. You may also be asked to include the expiration date, CVV, and billing postal code.
4. After entering and reviewing all the required information, select CONFIRM.
5. The sale will either be approved or declined, with the option to print a receipt.

Debit Sale

1. If prompted, select DEBIT from the main menu.
2. Select SALE.
3. Enter and review the amount for the sale, then confirm.
4. PAX A80 users can select a tip amount if this is for a restaurant purchase. To do this, enter the tip amount, then confirm. If a customer does not want to leave a tip, enter 0 and confirm.
5. After confirming the sale amount, you will see an on-screen menu asking if you want to CONTINUE. Select OK

to proceed.

6. The cardholder will be prompted to swipe or insert their card.
7. The cardholder will enter their PIN to authenticate the sale. After entering the PIN, press the green button to confirm. If the cardholder inserts their card, they will be asked to remove it from the PAX A80.
8. Upon confirmation, the cardholder may be prompted to sign for their purchase on the PAX A80 touchscreen and confirm. To retry, press CLEAR to delete the previous signature and sign again on the signature line.
9. The sale will either be approved or declined, with the option to print a receipt.

Note: PIN transactions can be completed with the help of the SP30

PIN pad add-on.

Cash Sale

1. If prompted, select CASH from the main menu.
2. Select SALE.
3. Enter and review the amount for the sale in question, then confirm.
4. The merchant will then process the cash transaction with an option to print a receipt.

Forced Sale

1. If prompted, select FORCED or CREDIT FORCED from the main menu.
2. Enter and review the amount for the sale in question, then confirm.
3. Swipe the card or manually enter the card number.
4. Locate and enter the authorization code from the original transaction, then confirm.
5. If prompted, enter Server ID, then confirm.
6. The cardholder may be prompted to sign for their purchase on the PAX A80 touchscreen and then confirm. To retry, press CLEAR to delete the previous signature and sign again on the signature line.
7. The sale will either be approved or declined, with the option to print a receipt.

How To Process a Refund

Credit Card Return

1. If prompted, select CREDIT from the main menu.
2. Select RETURN or REFUND.
3. Enter the total amount for the refund you wish to process, then press the green button to confirm.
4. Select either BY CARD NUM or REF NO to choose how to proceed with the refund. Enter the card number used in the original transaction or the reference number.
5. Swipe or manually enter the card number, including the expiration date.
6. Enter Server ID, then confirm.
7. Upon confirmation, the cardholder may be prompted to sign for their refund via signature capture on the PAX A80 touchscreen and then confirm. To retry, press CLEAR to delete the previous signature and sign again on the signature line.
8. The merchant will have the option to print a receipt.

Debit Card Return

1. If prompted, select CREDIT from the main menu.
2. Select RETURN or REFUND.
3. Enter the total amount for the refund, then press the green button to confirm.
4. Swipe or insert the card used in the original transaction. Cardholders will be prompted to enter PIN details to facilitate the refund.
5. Enter Server ID, then confirm.
6. Upon confirmation, the cardholder may be prompted to sign for their refund via signature capture on the PAX A80 touchscreen and then confirm. To retry, press CLEAR to delete the previous signature and sign again on the signature line.
7. The merchant will have the option to print a receipt.

Cash Return

1. From the main menu, select CASH.
2. Select RETURN or REFUND.
3. Enter the total amount for the refund you wish to process, then press the green button to confirm.
4. Upon verification of the cash refund, the merchant will give change to the customer.
5. The merchant will have the option to print a receipt.

How To Void Transaction

Void Credit Transaction (Card Present)

1. From the main menu, select VOID.
2. If prompted, enter the default password.
3. Swipe or insert the card used in the original transaction.
4. If prompted, enter the Server ID.
5. Upon confirming the card-not-present void, your PAX A80 will ask for a signature on the A80 touchscreen.
6. Select APPROVE.
7. The merchant will have the option to print a receipt for the void.

Void Credit Transaction (Card-Not-Present)

1. From the main menu, select VOID.
2. If prompted, enter the default password.
3. To authorize a card-not-present void, you must enter a transaction number. This number is typically on a copy of your receipt.
4. After entering the transaction number, press the green button to confirm.
5. If prompted, enter the Server ID.
6. Upon confirming the card-not-present void, your PAX A80 will ask for a signature on the A80 touchscreen.
7. Select APPROVE.

8. The merchant will have the option to print a receipt for the void.

How To Settle an Open Batch

1. From the main menu, select FUNC.
2. Select SETTLEMENT.
3. Select CLEAR.
4. The terminal will indicate when the batch has been settled successfully, at this point, a batch report will be printed automatically.

How To Batch Manually

1. From the main menu, select your POS app.
2. Select FUNC.
3. Select BATCH.
4. Select BATCH CLOSE.

Note: To close a batch, select FUNC from the main menu. Following this, select BATCH, then BATCH CLOSE. Your terminal will display the BATCH CLOSED status. Auto batches are settled at set times.

Settings

How To View Transaction History

1. Select your POS app from the main menu.
2. Select FUNC.
3. Select HISTORY.
4. When prompted, enter the password using the current date in the mmddyyyy format.
5. Scroll to view transaction history.

How To Print Reports

1. From the main menu, select FUNC.
2. Select REPORTS.
3. At this point, you will be presented with a series of menu options: CURRENT REPORT, DEFAULT REPORT, etc. Select the relevant report to proceed.
4. The selected report will print automatically.
5. Press the red X to return to the main menu.

How To Reprint Receipt

1. From the main menu, select FUNC.
2. Select PRINT.
3. You will be presented with a series of menu options: PRINT LAST, PRINT ANY, etc. Select PRINT LAST.
4. Receipts will be reprinted.

Note: If you have run out of receipt paper or your 2.25" paper is loaded into the receipt compartment improperly, it may display text that reads NPM. NPM stands for NO PAPER MODE. NO PAPER MODE on your PAX A80 means that your device cannot print receipts.

How To Change the Date and Time

1. Check that the time in the upper right-hand corner of your screen is correct. If not, follow the steps below to modify the time.
2. From the main menu, select SETTINGS.
3. If prompted, enter the device's default password.
4. Select DATE & TIME.
5. Deactivate the AUTOMATIC TIME ZONE button to modify the date and time from pre-existing settings.
6. Select SELECT TIME ZONE. Scroll to find your regionally appropriate time zone.
7. Select your desired time zone in either the 12-hour or 24-hour format.
8. Select SET DATE, then proceed to set the date. Press the green button to confirm.
9. Select SET TIME, then set the hour and minutes and whether the time is AM or PM. Press the green button to confirm.
10. Return to the main menu. Your new date and time should be displayed on the PAX A80 touchscreen.

Note: For optimal settings configuration, make sure that the date and time displayed on your device are correct. Inaccurate date and time displays may impact your ability to use the PAX A80 properly.

How To Brighten Display

1. From the main menu, select SETTINGS.
2. Select ENTER PASSWORD. If prompted, enter your PAX A80 password.
3. Select DISPLAY.
4. Select BRIGHTNESS LEVEL.
5. Toggle the brightness slide to the right to increase brightness, and to the left to decrease brightness.

How To Adjust Display Timeout

1. From the main menu, select SETTINGS.
2. Select ENTER PASSWORD. If prompted, enter your PAX A80 password.
3. Select DISPLAY.
4. Select SLEEP.
5. Select your desired time interval: 30 seconds, a minute, two minutes, etc.
6. Select CANCEL to exit without making adjustments to the display timeout.

How To Calibrate Screen

1. Unplug your PAX A80.
2. Plug your PAX A80 back in.
3. Press and hold the MENU icon.
4. Select CALIBRATION.

5. Complete the guided calibration process.

How To Turn the Beep Off on Your PAX A80

1. Select SOUND & NOTIFICATION
2. When prompted, turn the key tone option OFF.

Troubleshooting & Tips

PAX A80 Common Error Messages

Below is a list of other common messages you may receive on your PAX A80 screen, alerting you of an error that needs to be addressed. These usually appear along with corresponding error codes:

- CONNECT ERROR: Network connection is not stable.
- RECEIVE ERROR: Receive response from host was not successful.
- UPLOAD FAILED: Transaction upload failed.
- TRANSACTION CANCELLED: Self-explanatory, transaction has been canceled.
- CHIP CARD ERROR: Terminal incapable of reading or processing EMV chip card information.
- BATCH CLOSE FAIL: Attempt at closing a batch was not successful.

How To Reboot Your PAX A80

1. Press and hold the red X button.
2. Select REBOOT.
3. The device will be turned off, and the reboot will begin. If necessary, press and hold the power button to initiate a reboot.

How To Do a Factory Reset

Merchants considering performing a factory reset on their PAX A80 are encouraged to get in touch with their provider first. Regarding updates, firmware updates must be completed with the assistance of a technical support representative.

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.

A Note About PAX A80's End-Of-Life Status

The PAX A80 Android versions 6 and 7 reached End-of-Life status on March 28th, 2024. This End Of Life status does not apply to the Android A80 10 Android PCI 6.x version of the PAX A80, released in 2022.

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](tel:877-859-0099)).

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Documents / Resources

	<p>Payment Cloud PAX A80 Smart Keypad [pdf] User Manual PAX A80 Smart Keypad, PAX A80, Smart Keypad, Keypad</p>
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References

- [User Manual](#)

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