



PAX A920 Standalone User Guide

2023



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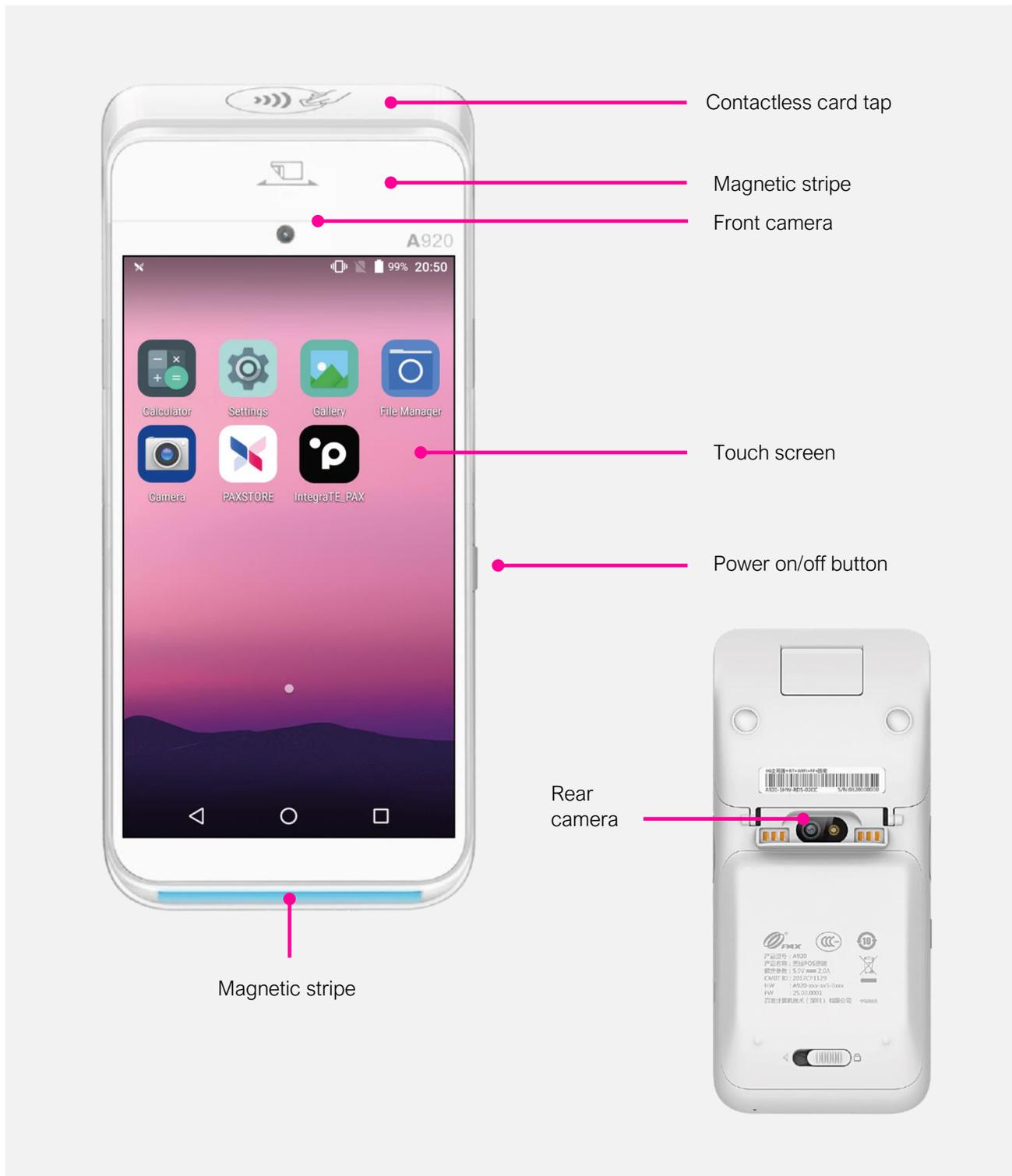
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1. Switching on the A920 terminal

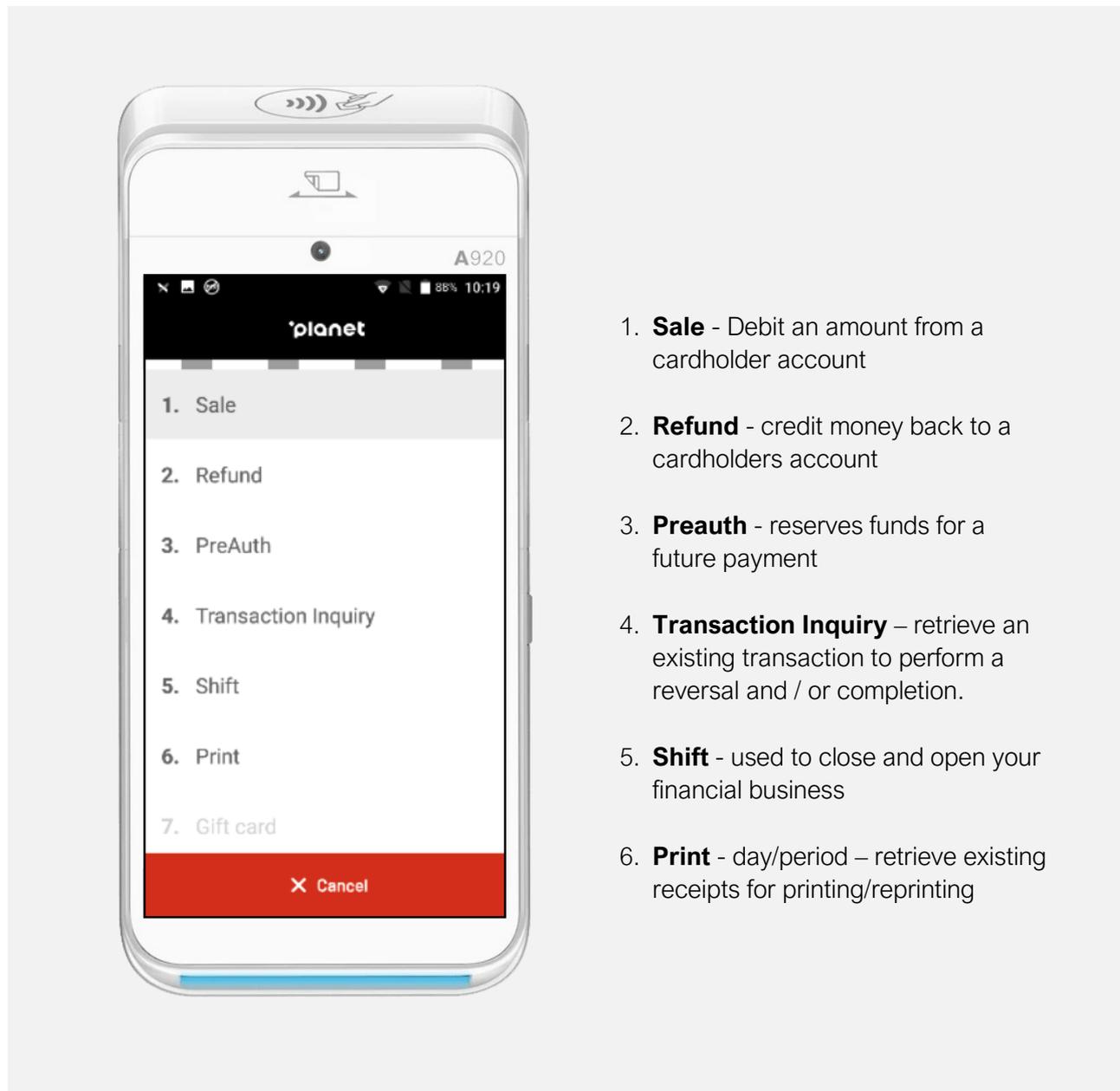
Power On: Press and hold the Power button for 3 seconds until the LED beside the IC card slot is lit, to indicate the terminal is initialising.

Power Off: Press and hold the Power button for 3 seconds until the shutdown menu appears, tap Power off > Click Power off and then “shutting down....” appears as the terminal powers off.



2. A920 terminal main menu

Depending on the customer's requirements in terms of functionality, the menu can have several configurations. Unavailable functionality will appear 'greyed out' as in the example below.

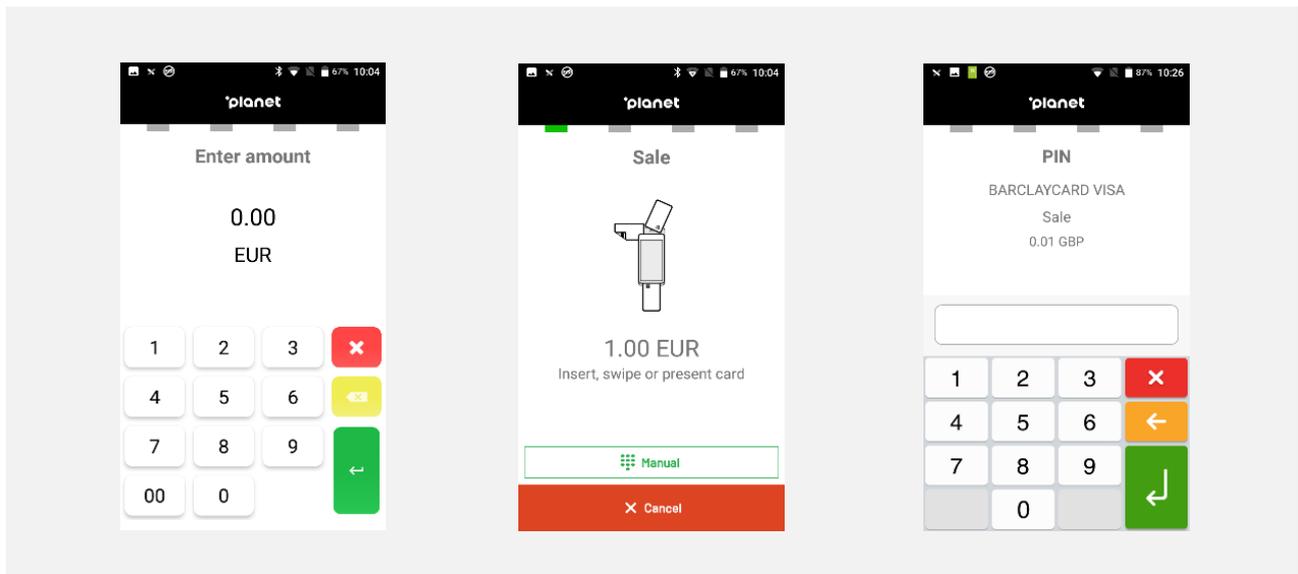


1. **Sale** - Debit an amount from a cardholder account
2. **Refund** - credit money back to a cardholders account
3. **Preauth** - reserves funds for a future payment
4. **Transaction Inquiry** – retrieve an existing transaction to perform a reversal and / or completion.
5. **Shift** - used to close and open your financial business
6. **Print** - day/period – retrieve existing receipts for printing/reprinting

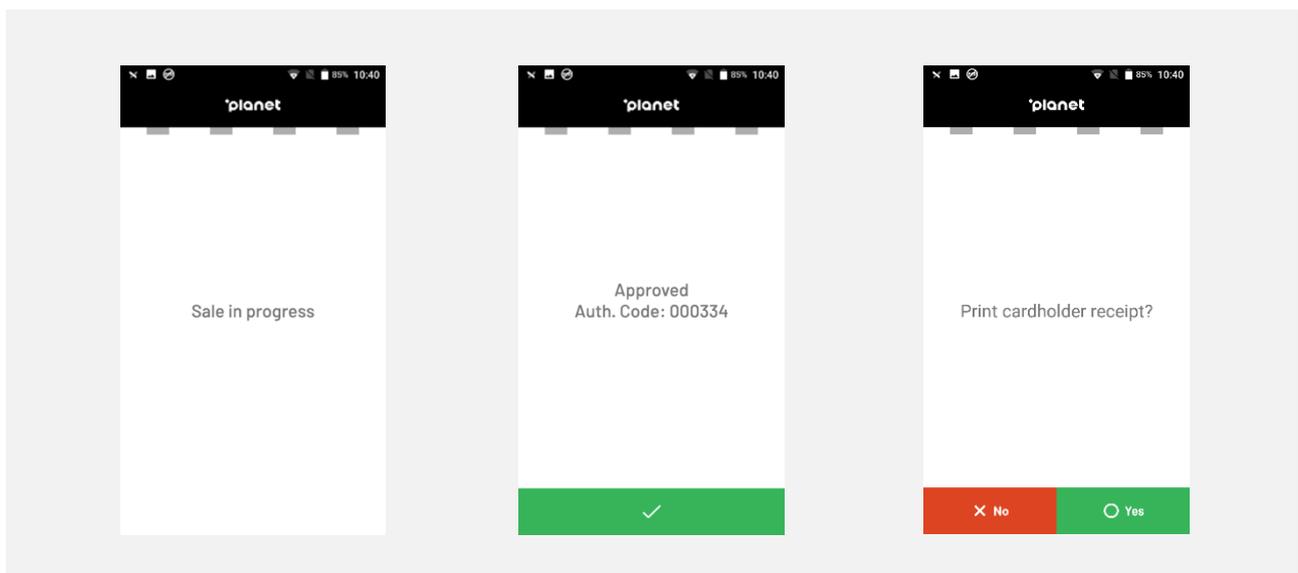
3. Sale and Refund

Once the operator has selected the Sale, Preauth, or Refund option, the screen will present an enter amount screen.

After selecting the required option and entering the amount, the screen will present the option for the cardholder to capture the card number by Presenting card (Contactless), Insert (Chip & PIN) or Swipe (Magnetic Stripe).

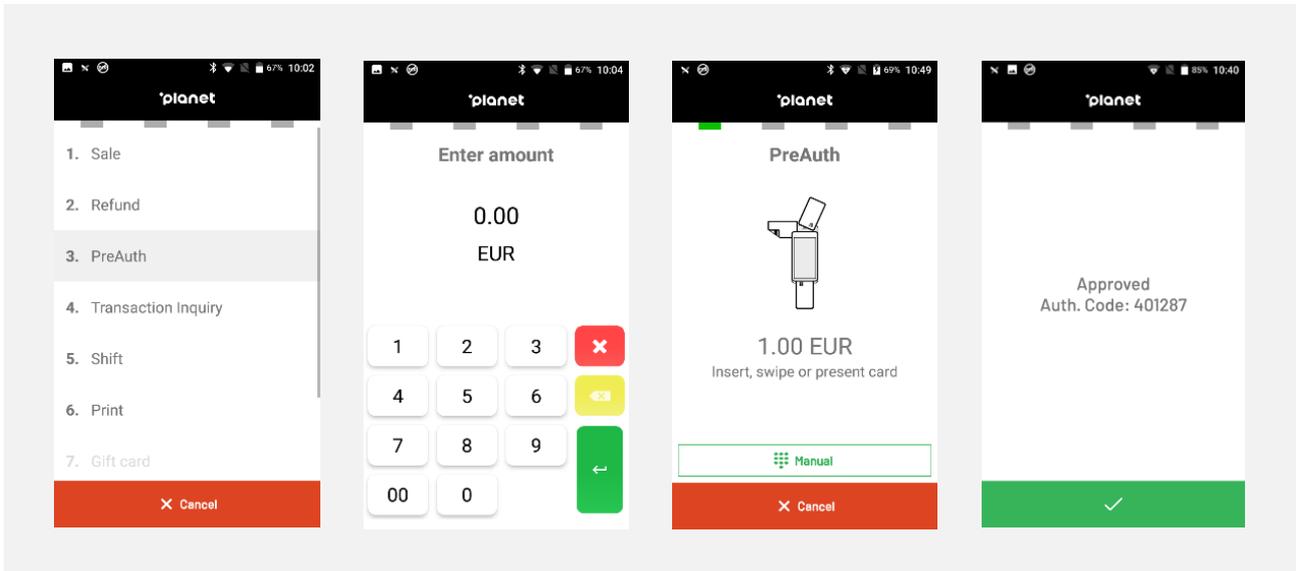


Once the cardholder has completed the operation, the A920 terminal will go online for payment authorisation (sale in progress) and will print the receipts once approved.



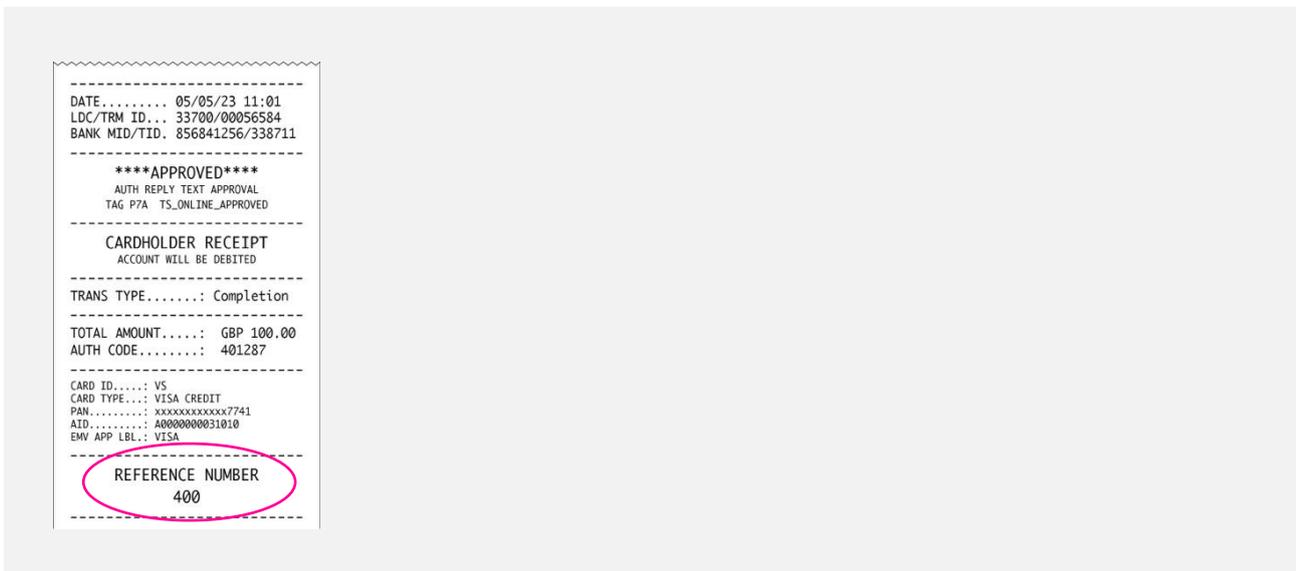
4. Preauthorisation (Preauth)

If available in the Main Menu, the user can authorise to reserve funds from a cardholders account for a future payment, following these steps:



To run the completion, or charge the cardholder with the Preauth, use the TransRef Number to retrieve the Preauth.

This can be found on the Preauth receipt.

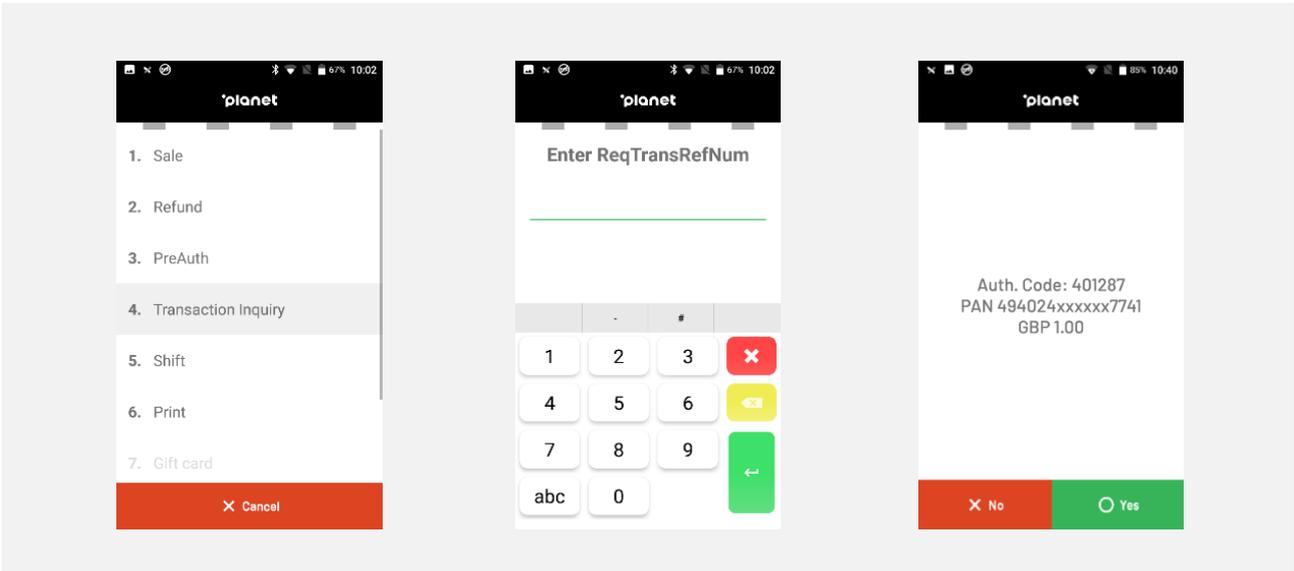




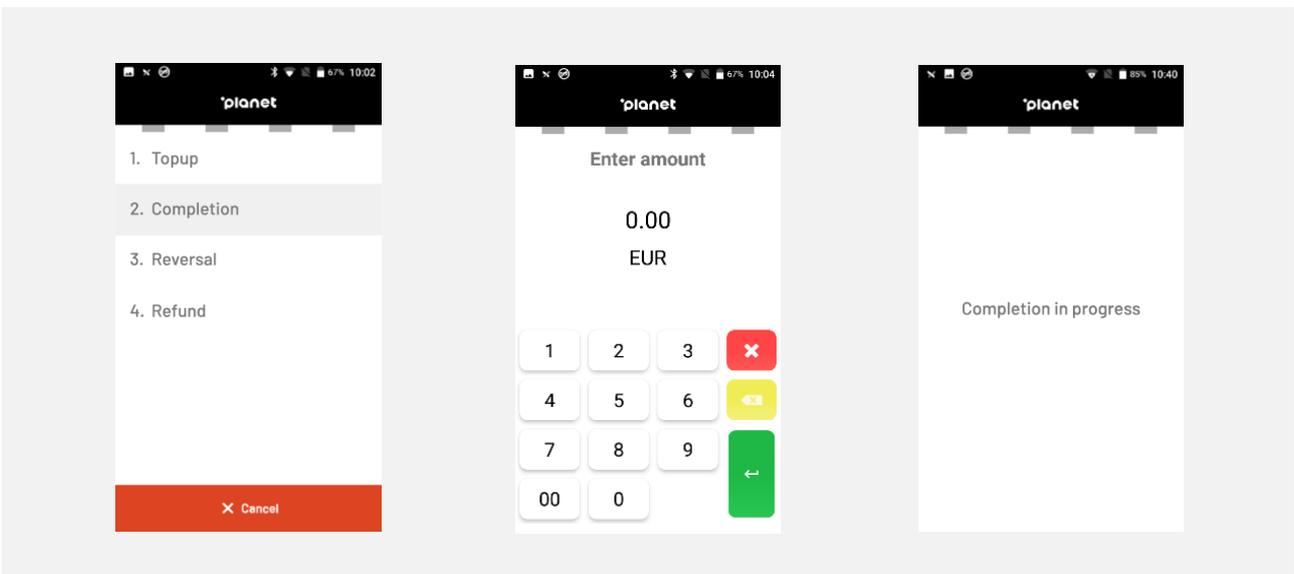
Retrieving the Preauth and Completion

Use Option 4 in the Main Menu - Transaction Enquiry - to retrieve the Preauth and charge the cardholder. To charge for the full Preauth amount is called Completion.

Firstly, Recall the Preauth.

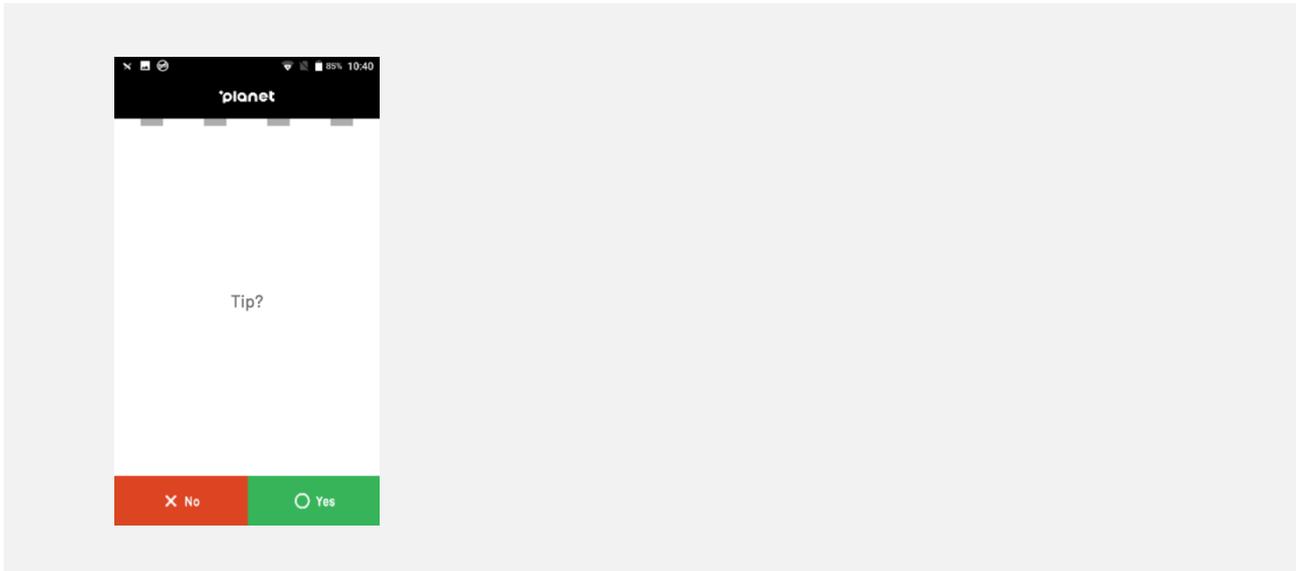


Then choose Completion to charge the full Preauth amount.



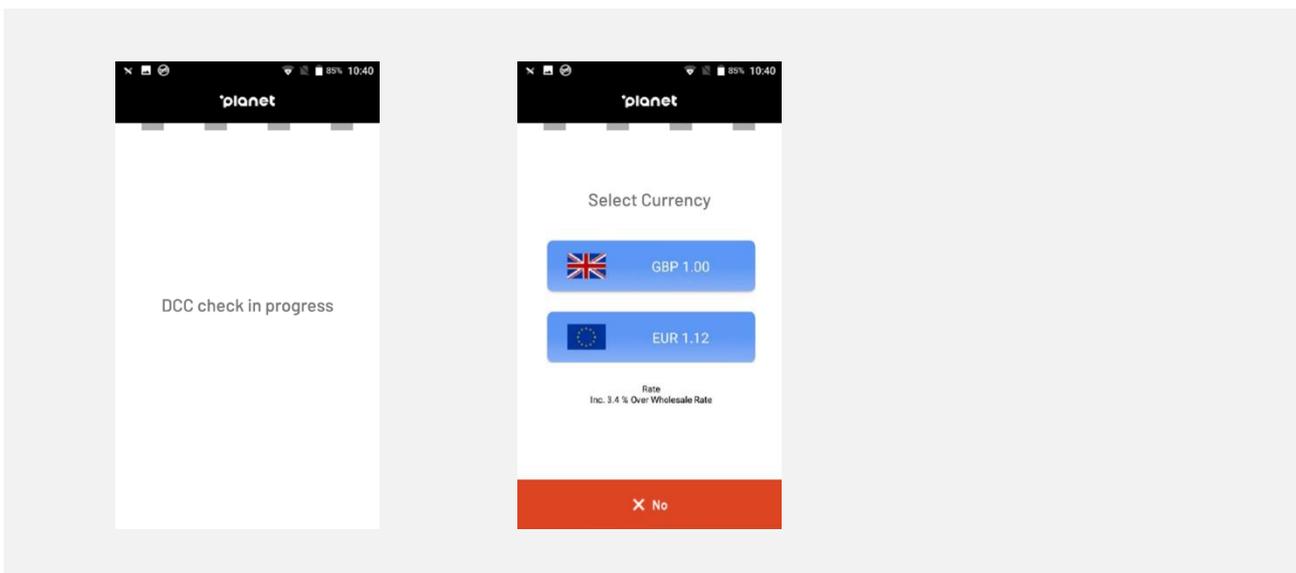
5. Tip/gratuuity

Depending on the merchant's requirements, the functionality to accept tips from cardholders on the PAX A920 terminal can be enabled or disabled.



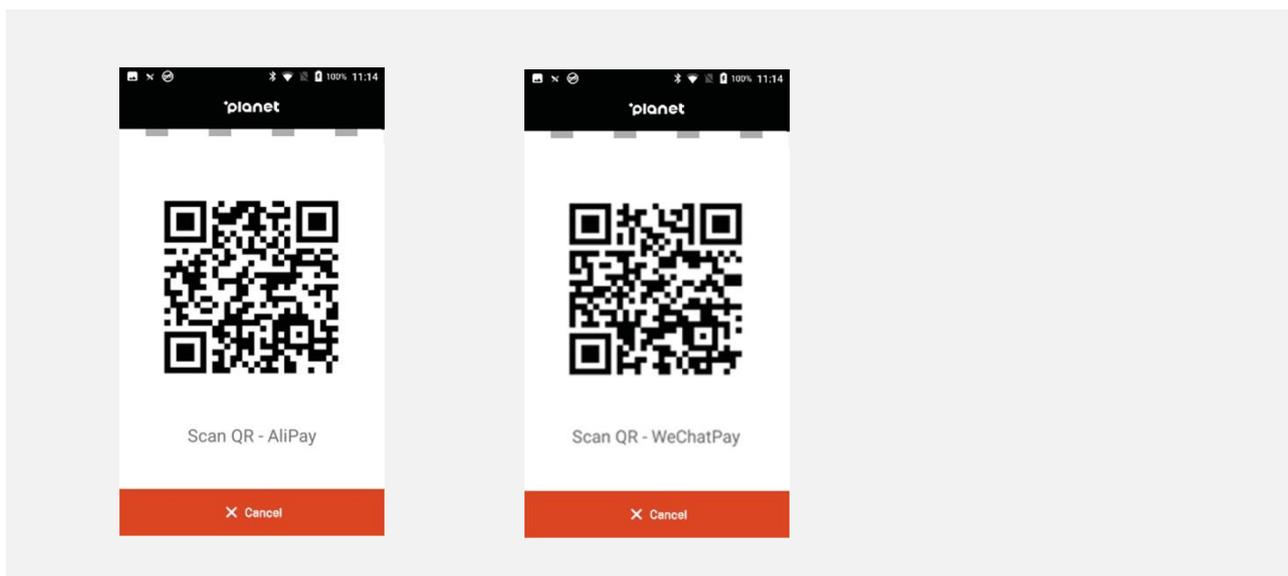
6. Dynamic Currency Conversion

Depending on the card presented for payment, the PAX A920 terminal will prompt for Dynamic Currency Conversion (DCC) where the cardholder can select their preferred currency choice, for the transaction to be completed.



7. Alipay and WeChat Pay

- a. Customer can select the wallet icon they wish to use.
- b. The terminal will display a QR code for the customer to interact with.
Ask the customer to scan the code with their device.
- c. After successful attempt there is a prompt to print the merchant receipt.
- d. Prompt to print cardholder receipt.
Receipts can be reprinted from the “Print” option on the main menu.



8. Transaction Inquiry

In addition to running Preauths, this option can be used to retrieve transactions to:

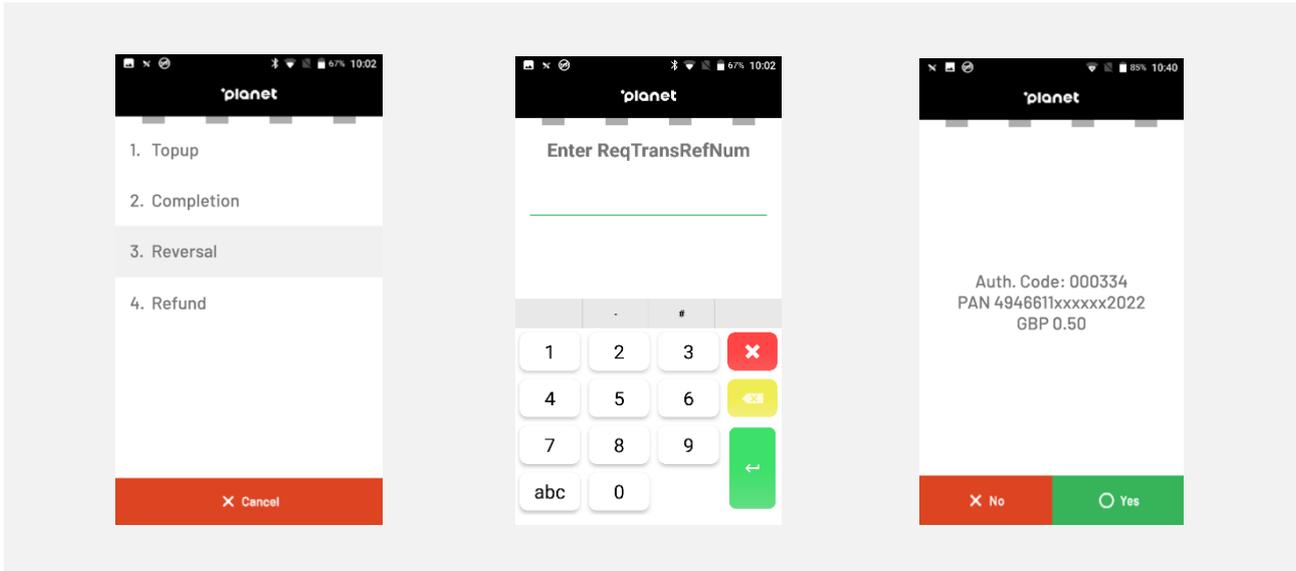
Reverse a Sale

Reversal of a Sale can only be performed during the same financial business day/shift period. After a shift has been closed only option is to perform a Refund.

Reverse a Refund

Reversal of a Refund can only be performed during the same financial business day/shift period. After a shift has been closed only option is to perform a new Sale or charge.

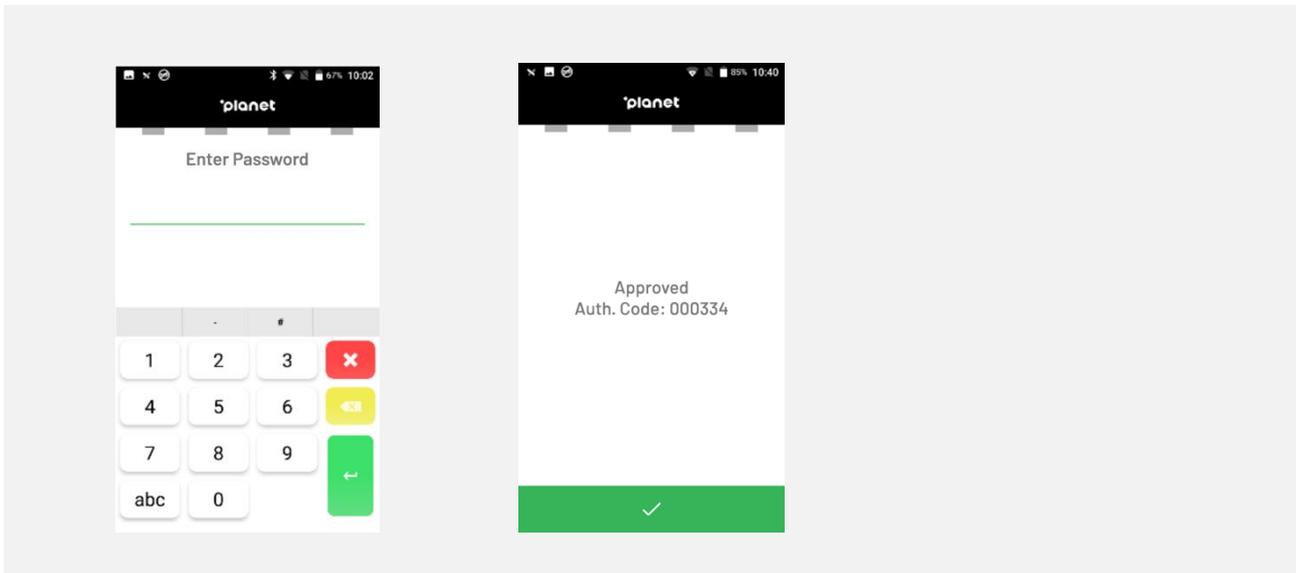
To proceed with a Reversal, the operator will need to enter the transaction Reference Number found on both the merchant and cardholder receipt.



Upon entering the Reference Number, the terminal will display the possible options depending on the original transaction.

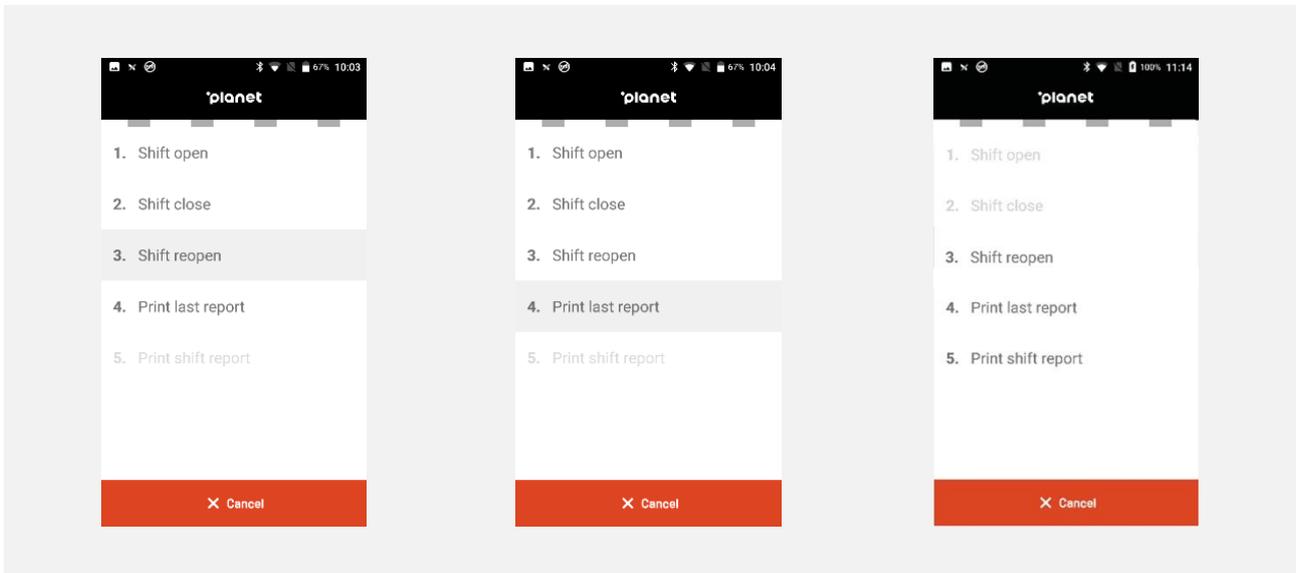
Password

For security purposes, the merchant has the option to set a multi-digit password which will be prompted on the terminal when a Refund or reversal is attempted.



9. Shift

The Shift option enables the merchant to close and open a shift at the end of the day.



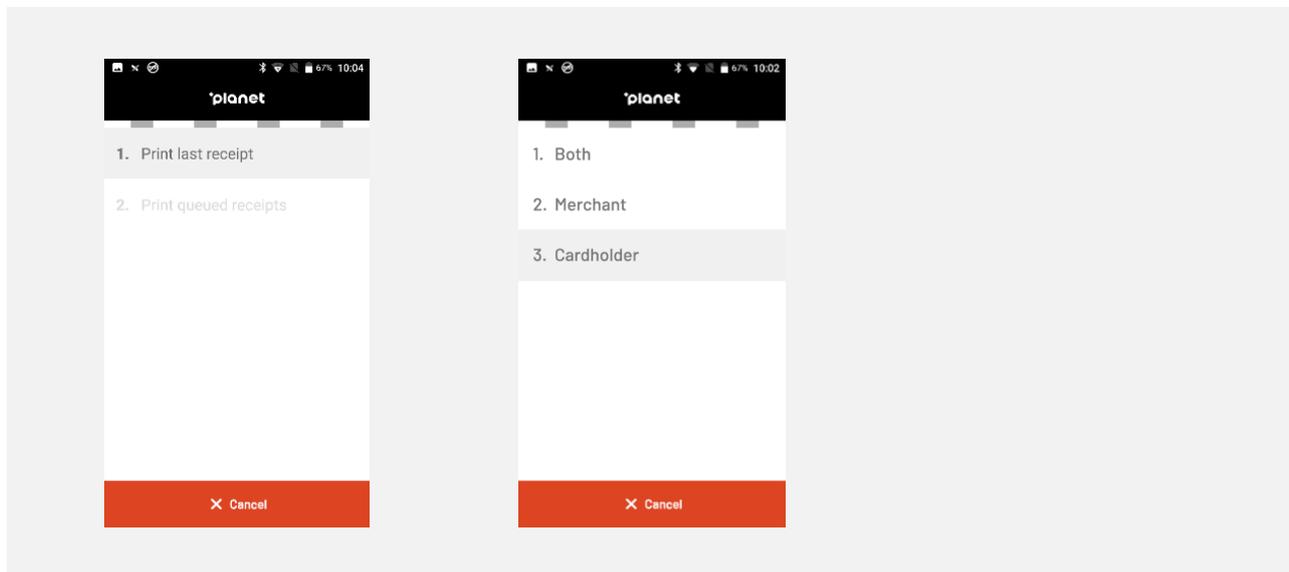
The Shift reopen option closes the current shift, prints a summary of transactions taken on that location and then opens the shift.

If there are multiple terminals on the same location, it is only necessary to reopen shift on one of the terminals.

The Print last receipt option prints another copy of the shift summary.

10. Print

The print option allows the operator to print the Merchant, Cardholder or both Merchant & Cardholder card receipts from the last transaction processed with the A920 terminal.



If the printer paper roll runs out, and a 'Printer Issue' screen is presented.

The operator will have the option to reload a paper roll, queue any receipts in the system and print these queued receipts at a later date.

The A920 terminal requires at least 10% battery life in order to print receipts.

For any question relating to configurable enhancements please do not hesitate to contact Customer Support: support@weareplanet.com



11. Maintenance tips

Follow these tips to maximise battery performance, extend battery life and experience the best possible service from your A920 terminal:

A920 Terminal Battery Life

Ensure that whenever your A920 terminal is not being used it is returned to the terminal cradle to recharge.

If discharged the terminal batteries may take several hours to charge until full.

The terminal will be at optimum performance when all battery bars are showing on screen.

If the operator experiences issues printing receipts on the terminal, this could indicate that the batteries are low on charge. In this case, the terminal needs to be returned to the cradle and remain charging until at least two battery bars are showing on screen.

The A920 terminal can be configured with a sleep mode feature to extend battery life.

See below in 'Configurable Enhancements.'

Wi-Fi Access Points

The A920 terminal is a Wi-Fi integrated device, and is used as a mobile terminal to be carried between tables to customers. Depending on the merchant's configuration and the Wi-Fi set-up at the merchant's premises, moving the terminal between different Wi-Fi access points could result in the terminal losing connection.

Ethernet via Terminal Cradle

There are two types of A920 terminal cradle available:

Charging only and Charging with Ethernet connection.

The Charging with Ethernet cradle may be connected using an Ethernet cable. When the terminal is in physical contact with the cradle it will switch from Wi-Fi to Ethernet but as soon as the terminal is removed the Ethernet is lost and Wi-Fi will resume. The switchover to and from Wi-Fi and Ethernet takes roughly 20 seconds.

If the Wi-Fi network is temporarily unavailable this provides a backup capability to complete a payment. It is not intended for continual operation on the cradle as any movement such as being picked up by cardholder to enter PIN will break the connection.

A920 Terminal Paper Rolls

Ensure that paper roll in terminals are regularly checked by operators and wherever possible do not run out completely.

Should the till roll run out and card payments continue to be processed, once the till roll is replaced again the terminal will print all the backed up transaction receipts.

A920 Terminal Accessibility [UK only]

An Accessibility mode is available to allow blind or visually impaired cardholders to securely and conveniently enter their PIN using the touchscreen keypad with audible tone and prompts. To aid this, a screen bezel sticker with raised tactile markings to assist the cardholder should be used. This applies to the UK market only.

Tactile Sticker for Screen Bezel

It is UK law that merchants must be informed of the responsibilities under The Equality Act 2010.

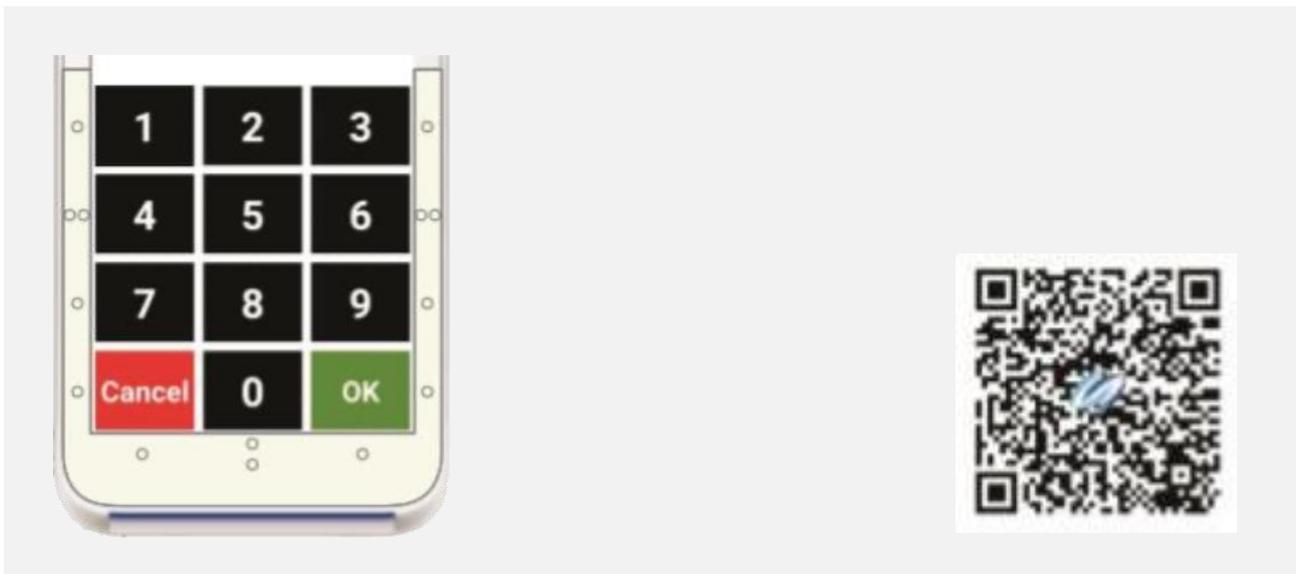
As part of the UK Finance approval of the PAX A920, a tactile sticker for the screen bezel has been supplied with the device that should be applied first before use. This sticker is strongly recommended by the RNIB to aid blind and partially sighted users using the accessibility mode to enter their PIN number.

More information on the accessibility solution can be found by scanning the QR code below, or on the PAX website:

<https://marketing.paxtechnology.com/accessibility-mode>

Fitting Instructions for the tactile sticker:

1. Remove adhesive backing from tactile sticker
2. Apply sticker to the lower half of the screen bezel, ensuring the tactile pips are oriented as below:





Configurable Enhancements

Sleep Mode

Sleep mode helps to extend the battery life, and maximise the charge of the terminal. During sleep modes Wi-Fi connectivity will remain connected.

Two configurable modes are available:

Back Light sleep – This mode reduces/dims the terminal backlight, so the keyboard lights will turn off.

Terminal Sleep – This mode ensures that the terminal screen will appear off, and no keyboard lights will be on.

The time in which the terminal enters into these modes can be configured by us, based on the merchant's request e.g. after 5 minutes.

The operator can awake the terminal in these modes by pressing the yellow button, which makes the terminal operational again.

IMPORTANT: At the start of a shift, if sleep mode is enabled, the operator should press the yellow button to allow the terminal to perform a daily TMS call.

This should be done before any payments are processed on the shift.



12. List of payment related reject errors and their meanings

Error	Meaning	What to do?
XU Host Unavailable	The payment terminal cannot reach our transaction host	Please have your local Wi-Fi/ internet connection checked by your IT Contact your Customer Service team for remote assistance
EMV Cancel	A problem occurred on the our host during online processing of a transaction, cause can be the host or possibly also the connection towards the acquirer	Contact your Customer Service team for remote assistance
ENV Error	A problem occurred on the our host during online processing of a transaction, cause can be the host or possibly also the connection towards the acquirer	Contact your Customer Service team for remote assistance
Card not accepted	The type of card is not supported by the current terminal setup	Please contact your finance team. If wish to enable the card type your Finance team will need to contact their Sales representative. In case Sales contact not by hand, please refer your Finance team to our Customer Service team
Settle failure, shift is closed	A technical problem occurred on our host side, preventing the automatic shift open after the 3:00AM closure	Contact your Customer Service team for remote assistance
Invalid terminal config	The terminal may have failed to download configuration. Configuration may be disabled. Terminal may not be whitelisted	Try a config download Contact your Customer Service team for remote assistance



13. Transaction reject codes and errors

List of possible acquirer bank and card issuing bank response codes and their meanings.

Please contact the Authorisation of your Acquirer Bank for more precise info on a rejected card due to one of the following codes 01 – 99

Code	Meaning
00	Successful approval/completion or that VIP PIN verification is valid
01	Refer to card issuer
02	Refer to card issuer, special condition
03	Invalid merchant or service provider
04	Pickup
05	Do not honor
06	General error
07	Pickup card, special condition (other than lost/stolen card)
08	Honor with identification
09	Request in progress
10	Partial approval
11	VIP approval
12	Invalid transaction
13	Invalid amount (currency conversion field overflow) or amount exceeds maximum for card program
14	Invalid account number (no such number)
15	No such issuer
16	Insufficient funds
17	Customer cancellation
19	Re-enter transaction
20	Invalid response
21	No action taken (unable to back out prior transaction)
22	Suspected Malfunction
25	Unable to locate record in file, or account number is missing from the inquiry
28	File is temporarily unavailable
30	Format error
41	Merchant should retain card (card reported lost)
43	Merchant should retain card (card reported stolen)
51	Insufficient funds
52	No checking account
53	No savings account
54	Expired card
55	Incorrect PIN
57	Transaction not permitted to cardholder
58	Transaction not allowed at terminal
59	Suspected fraud
61	Activity amount limit exceeded
62	Restricted card (for example, in country exclusion table)
63	Security violation
65	Activity count limit exceeded
68	Response received too late
75	Allowable number of PIN-entry tries exceeded
76	Unable to locate previous message (no match on retrieval reference number)



- 77 Previous message located for a repeat or reversal, but repeat or reversal data are inconsistent with original message
- 78 'Blocked, first used'—The transaction is from a new cardholder, and the card has not been properly unblocked.
- 80 Visa transactions: credit issuer unavailable. Private label and check acceptance: Invalid date
- 81 PIN cryptographic error found (error found by VIC security module during PIN decryption)
- 82 Negative CAM, dCVV, iCVV, or CVV results
- 83 Unable to verify PIN
- 85 No reason to decline a request for account number verification, address verification, CVV2 verification; or a credit voucher or merchandise return
- 91 Issuer unavailable or switch inoperative (STIP not applicable or available for this transaction)
- 92 Destination cannot be found for routing
- 93 Transaction cannot be completed, violation of law
- 94 Duplicate transmission
- 95 Reconcile error
- 96 System malfunction, System malfunction or certain field error conditions

14. Contact Us



Need help?

If you have a technical issue or need support troubleshooting, please check the relevant portal for assistance.

Our Global Support Team will be glad to help.

Visit www.weareplanet.com/support

Disclaimer:

The procedures included in the document are only valid for brand new terminals. Terminals used beforehand may behave differently.