



Michigan Retailers Services

Transaction/Processing Support: 800-563-5981 Opt #2

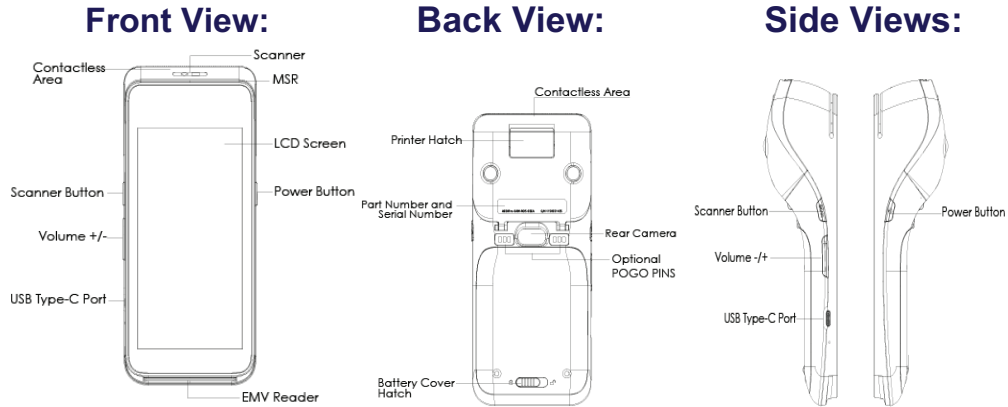
## **A920 Pro Reference Guide**

02-02-2023

V1.8

## PRODUCT DESCRIPTION

The following section points out the various hardware features and functions of the Pax A920Pro.



## INSTRUCTIONS

The following sections provide basic operating instructions.

### Power ON/OFF

- **Power ON:** Press and hold the power button down for 3 to 5 seconds and then release.
- **Power OFF:** Press and hold the power button down for 3 to 5 seconds and then release.

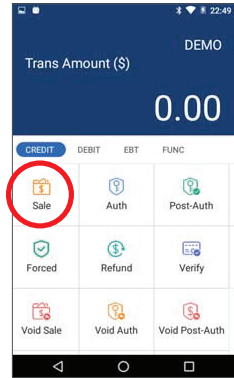
## CONNECT TO YOUR WI-FI

1. ON THE TERMINAL'S MAIN SCREEN, TOUCH THE SETTINGS ICON
2. ON THE SETTINGS SCREEN, TOUCH THE PLEASE INPUT PASSWORD FIELD AND USE THE KEYPAD TO TYPE THE PASSWORD: PAX9876@@
3. TOUCH THE CHECKMARK ICON ON THE KEYPAD WHEN YOU ARE DONE AND TOUCH OK.
4. IN THE WIRELESS & NETWORKS SECTION, TOUCH WI-FI.
5. IF WI-FI IS OFF, TOUCH THE TOGGLE TO TURN IT ON. IF WI-FI IS ALREADY ON, A LIST OF AVAILABLE NETWORKS APPEARS.
6. FROM THE LIST OF AVAILABLE NETWORKS, TOUCH THE NAME OF THE NETWORK YOU WANT TO CONNECT TO.
7. ENTER THE PASSWORD FOR THE SELECTED NETWORK AND TOUCH CONNECT. TIP: YOU CAN TOUCH SHOW PASSWORD BEFORE TYPING TO ENSURE YOU ARE ENTERING THE PASSWORD CORRECTLY
8. AFTER THE TERMINAL DISPLAYS CONNECTED FOR THE SELECTED NETWORK, TOUCH THE BACK ICON TO RETURN TO THE SETTINGS SCREEN.
9. TOUCH THE BACK ICON AGAIN TO RETURN TO THE MAIN SCREEN.
10. CLICK ON TSY'S BROADPOS SIERRA APP

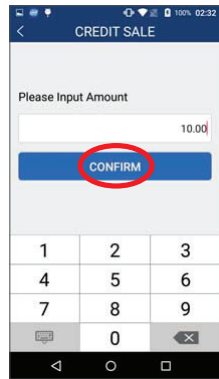


## Credit sale with tip

**Step 1.** From the idle screen select the transaction type **Sale**.

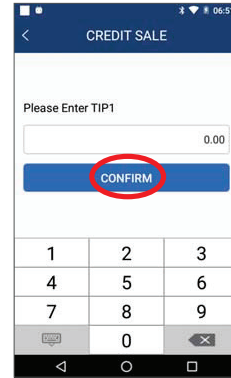


**Step 2.** Please enter the sale amount and select **Confirm**.

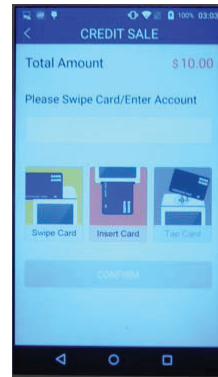


3

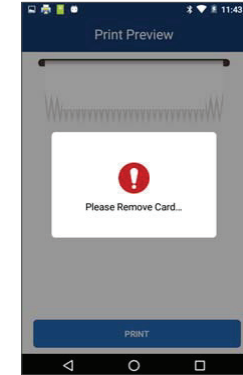
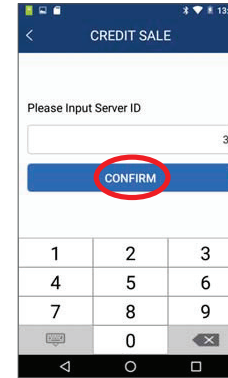
**Step 3.** Enter the tip amount and select **Confirm**, or enter [0] for no tip, or select **Confirm** to bypass tip entry and add the tip later.



**Step 4.** Insert, swipe, or manually enter the card number.



**Step 5.** Enter the Server ID and select **Confirm**. **Step 7.** Please remove the card.

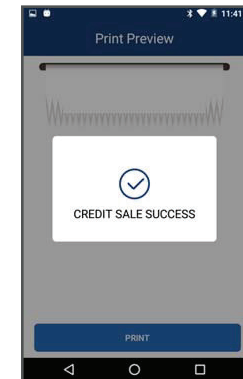


**Step 6.** Sign card holder signature on the screen and then select **Confirm** to accept, or **Clear** to clear the signature and retry the signature, or **Cancel** to print the receipt with the signature line.



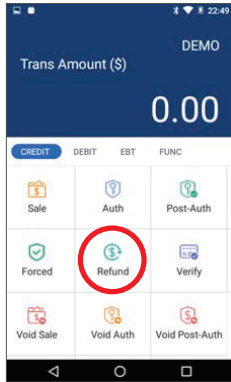
4

**Step 8.** The terminal will display the transaction status.

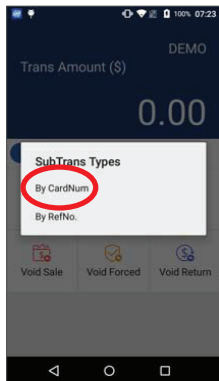


## Credit refund

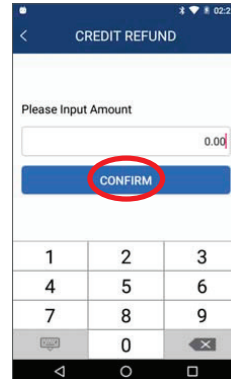
**Step 1.** From the idle screen, select the transaction type **Refund**.



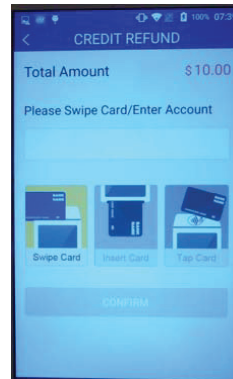
**Step 2.** Select how the terminal will apply the refund. Select **By CardNum** to use the original card number or select **RefNo.** to use the original transaction reference number.



**Step 3.** Please enter the refund amount and select **Confirm**.

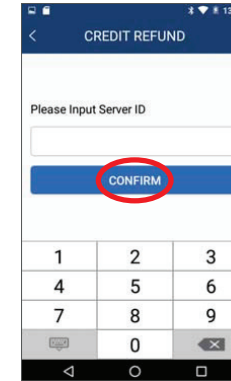


**Step 4.** Swipe or manually enter the card number.



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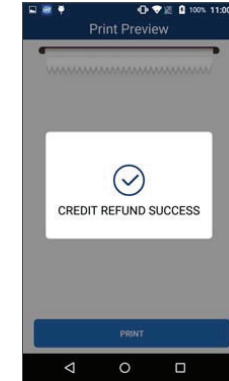
**Step 5.** Enter the Server ID and select **Confirm**.



**Step 6.** Sign card holder signature on the screen, and then select **Confirm** to accept, or **Clear** to clear the signature and retry the signature, or **Cancel** to print the receipt with the signature line.



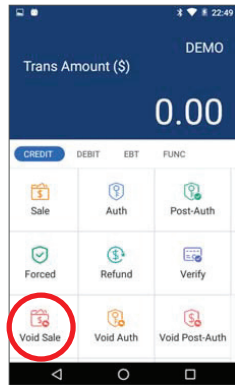
**Step 7.** The terminal will display the transaction status.



6

## Credit void sale

**Step 1.** From the idle screen, select the transaction type **Void Sale**.



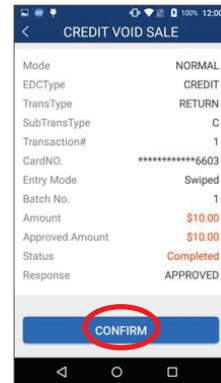
**Step 2.** Input the original transaction number, and then select **Confirm**.



**Step 3.** Enter the Server ID and select **Confirm**.



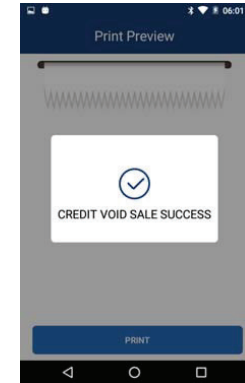
**Step 4.** Select **Confirm** if the displayed transaction is the one to be voided. Scroll screen up to locate the Confirm button.



**Step 5.** Sign card holder signature on the screen, and then select **Confirm** to accept, or **Clear** to clear the signature and retry the signature again, or **Cancel** to print the receipt with the signature line.

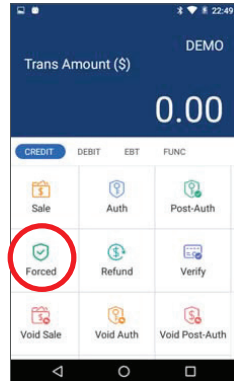


**Step 6.** The terminal will display the transaction status.

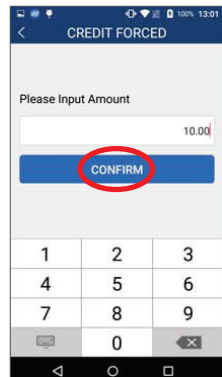


## Forced sale

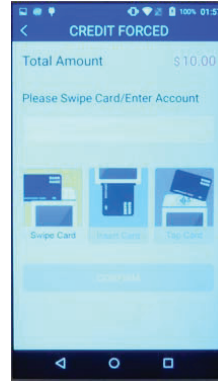
**Step 1.** From the idle screen, select the transaction type **Forced**.



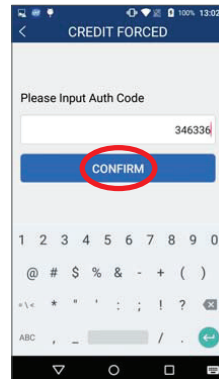
**Step 2.** Enter the sale amount and select **Confirm**.



**Step 3.** Swipe or manually enter the card number.

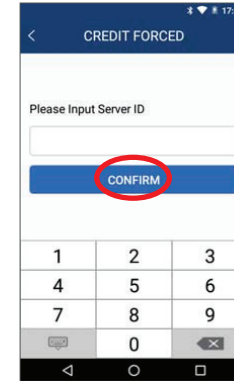


**Step 4.** Enter the Auth Code of the original transaction, and then select **Confirm**.

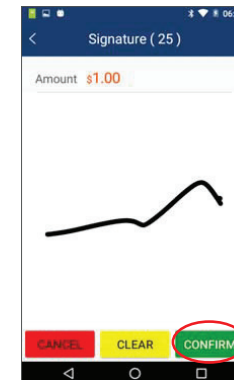


9

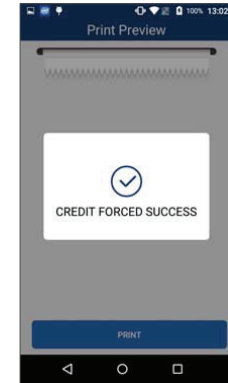
**Step 5.** Enter the Server ID and select **Confirm**. **Step 7.** The terminal will display the transaction status.



**Step 6.** Sign card holder signature on the screen, and then select **Confirm** to accept or **Clear** to clear the signature and retry the signature again, or **Cancel** to print the receipt with the signature line.

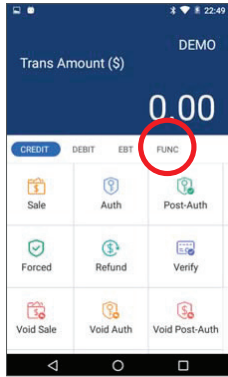


10

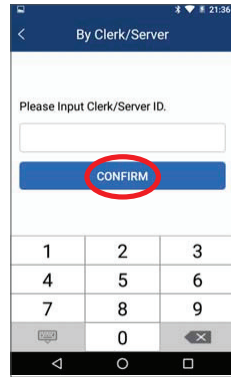


## Tip adjust

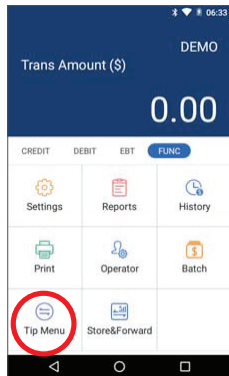
**Step 1.** From the idle screen, select the **Func** option.



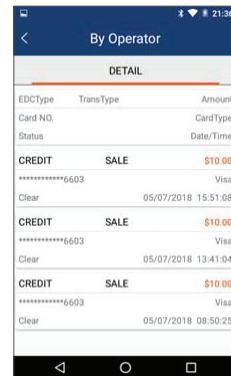
**Step 3.** From the Tip Menu, select the desired search format. To search by Operator ID, select **By Operator**.



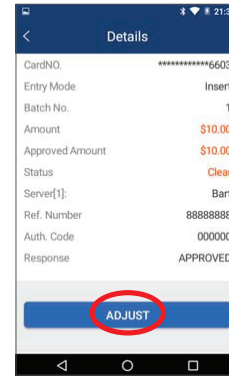
**Step 2.** From the Func menu, select the **Tip Menu**.



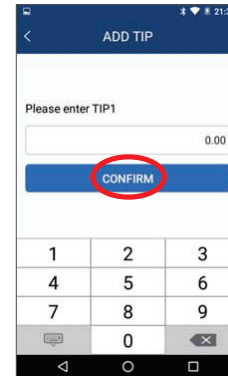
**Step 4.** Select the desired transaction.



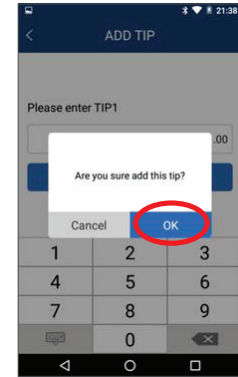
**Step 5.** The transaction details will be displayed. Scroll the screen to display the **Adjust** option. To adjust the tip, select **Adjust**.



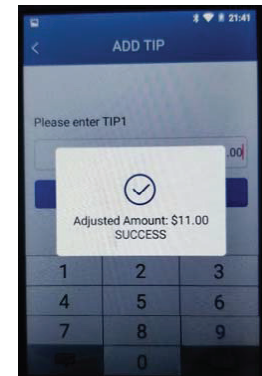
**Step 6.** Enter the tip amount and select **Confirm**.



**Step 7.** To confirm the tip amount adjustment, select **OK**. To cancel the tip amount adjustment, select **Cancel**.

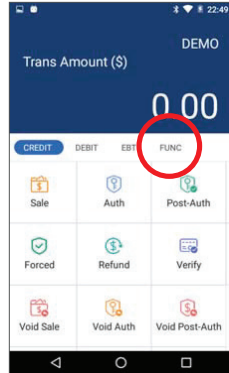


**Step 8.** The terminal will display the transaction status.

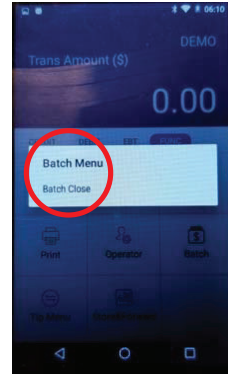


## Close batch

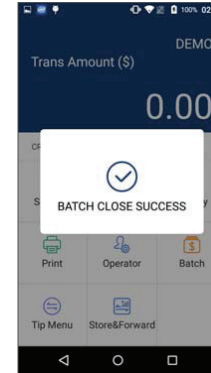
**Step 1.** From the idle screen, select the **Func** option.



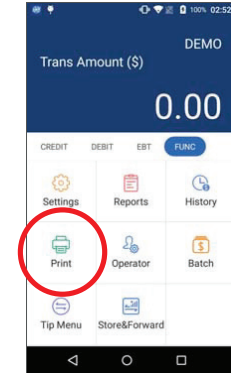
**Step 3.** When prompted Batch Close select **Batch Close** to close the batch, or select **[X]** to cancel the batch close.



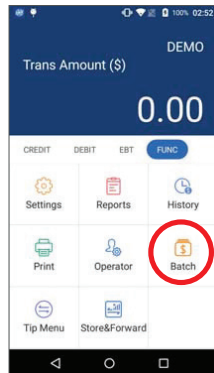
**Step 5.** The terminal will display the **Batch Close** status.



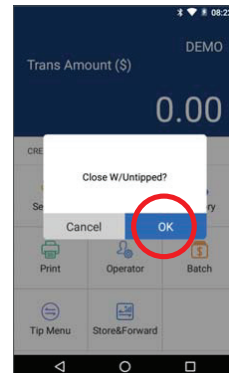
**Step 2.** Select the **Print** option.



**Step 2.** Select the **Batch** option.

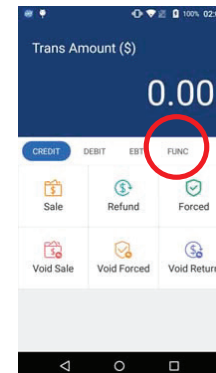


**Step 4.** To close the batch with untipped transactions, select **OK**. To cancel the batch close, select **Cancel**.

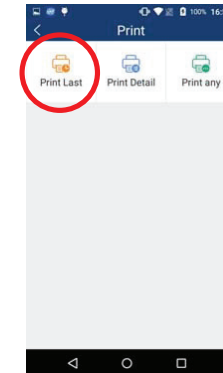


## Reprint last

**Step 1.** From the idle screen, select the **Func** option.

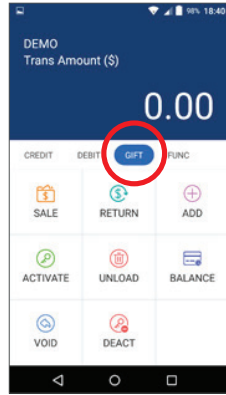


**Step 3.** To reprint the last transaction, select the **Print Last** option.

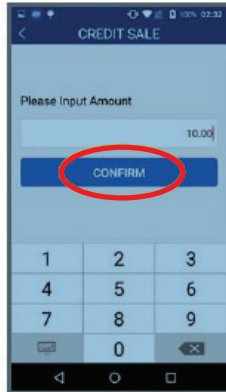


## Gift sale

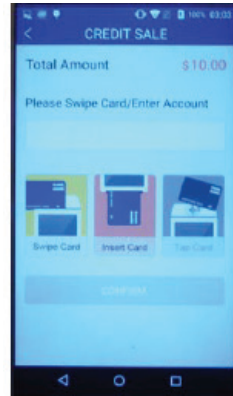
**Step 1.** From the idle screen, select the **Gift** button, and then the **Sale** button.



**Step 2.** Enter the sale amount and select **Confirm**.



**Step 3.** Inset, swipe, or manually enter the card number and select **Confirm**.

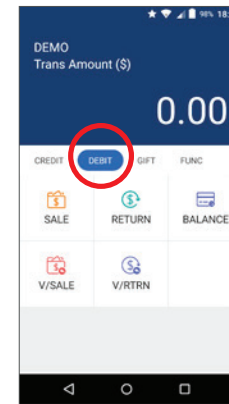


**Step 4.** The terminal will display the transaction status and print the receipt.

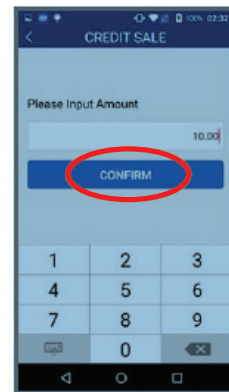


## Debit sale

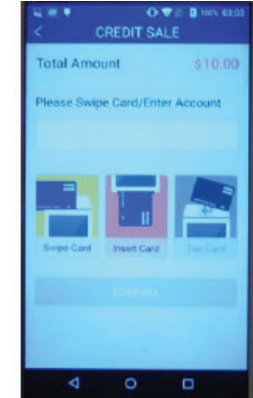
**Step 1.** From the idle screen, select the **Debit** button, and then the **Sale** button.



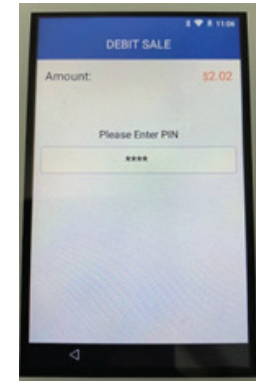
**Step 2.** Enter the sale amount and select **Confirm**.



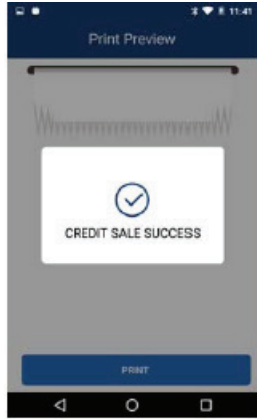
**Step 3.** Inset, swipe, or manually enter the card number and select **Confirm**.



**Step 4.** Enter **PIN** and select **Enter**.

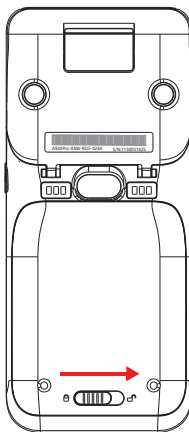


**Step 5.** The terminal will display the transaction status and print the receipt.

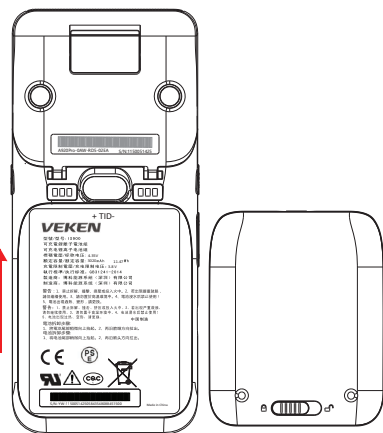


### 3.5.3 REMOVING BATTERY

1. Slide the battery hatch tab to the right to unlock and remove the battery cover.

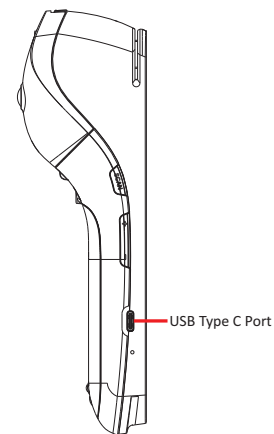


2. Gently push the battery up to unlatch and remove it from the device.



### 3.5.4 CHARGING BATTERY

The A920 Pro battery is charged via the USB Type C port.

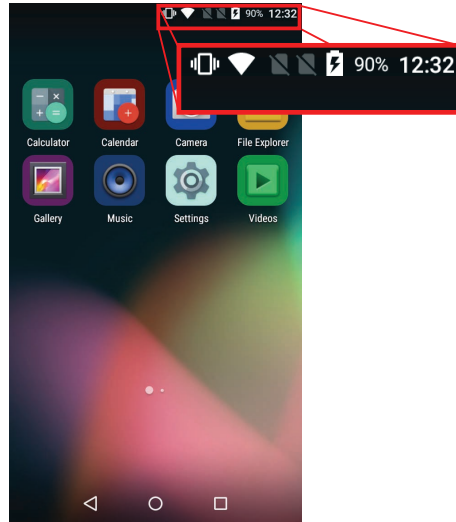


**Please Note:** The battery should only be charged with PAX-approved power supplies, as shown in [“AC Power Connection” on page 6](#) and/or [“Cables” on page 24](#); using any other power supplies could damage the product and void the device warranty. Additionally, the following best practices apply when charging a PAX device:

- Lithium-ion batteries do best when kept above a 50% charge and repeatedly allowing the battery to drain fully may shorten its life and decrease its overall capacity.
- The charging time cannot exceed 24 hours. If the battery is out of power, please recharge it to 100% capacity and then disconnect the device to avoid shortening its life.

### 3.5.4.1 Battery Charging Indicator

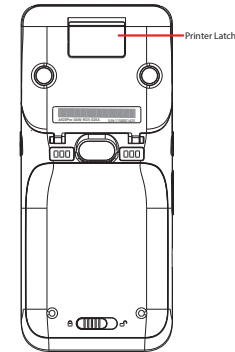
When the battery is actively charging, a lightning bolt will display inside the battery icon and an upward fill pattern will continuously display.



### 3.8 Printer

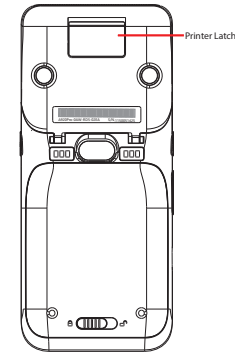
The A920 Pro includes a 2" thermal printer that prints up to 80mm per second.

#### 3.8.1 PRINTER LOCATION

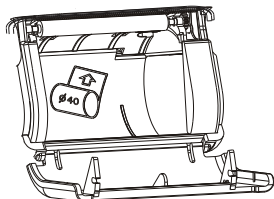


#### 3.8.2 PRINTER ROLL INSTALLATION

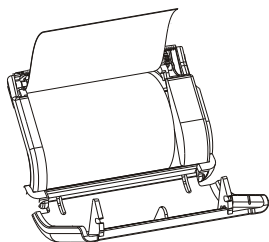
1. Open the receipt paper hatch.



2. Install paper roll according to the diagram inside; ensure that the paper is coming out from the top of the roll.



3. Pull 6" of paper from the roll and then press the paper hatch closed until it snaps into place. Tear excess paper up and away from the device at a 45-degree angle.



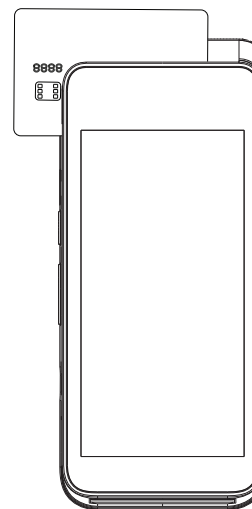
### 3.10 Card Readers

This section describes the following card readers available on the A920 Pro:

- Magnetic Stripe Reader (MSR)
- IC/Smart Card Reader
- NFC (Near Field Communication)/Contactless Card Reader

#### 3.10.1 MAGNETIC STRIPE READER

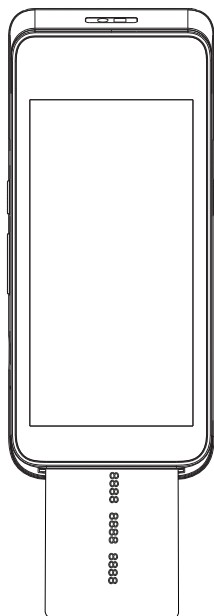
The Magnetic Stripe Reader (MSR) is located at the top of the device. The reader includes triple track reading and bidirectional reading.



To use the MSR, swipe the card from either left to right or right to left with the magnetic stripe facing away from the front of the terminal.

### 3.10.2 IC / SMART CARD READER

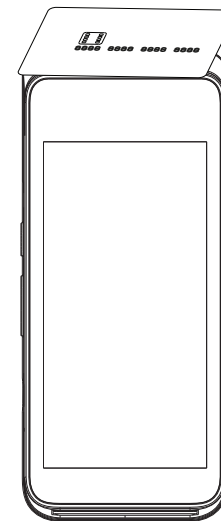
The A920 Pro includes an IC/Smart Card reader at the bottom of the device.



To use the IC/Smart Card reader, insert the card fully into the reader with the metallic contacts facing up and towards the device. Make sure that the card is fully inserted into the card reader while reading the card.

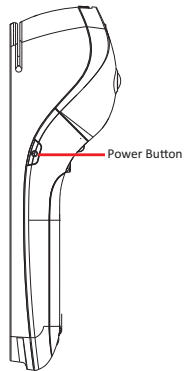
### 3.10.3 NFC/CONTACTLESS CARD READER

The A920 Pro has a contactless card reader with an RF antenna located at the top of the device. The read area is indicated by the contactless icon.



To use the contactless card reader, place the card roughly parallel to the contactless area. For best results, place as close to the contactless area as possible with the card centered.

### 4.3 Powering the Device ON/OFF



#### Power ON:

1. Press and hold the power button on the right side of the device for 3-5 seconds.

#### Power OFF:

1. Press and hold the power button on the right side of the device for 3-5 seconds.
2. When prompted, select **[Power Off]**.

