User Guide

Global Payments Smart Terminal – A920

Introducing the sleek and powerful smart terminal that does it all

globalpayments | Desjardins

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Introduction

Global Payments is a technology company, providing the world's only complete commerce ecosystem to businesses of every size. We combine market-leading technology with over 50 years of Canadian experience, to deliver the expert advice you need to make the most of our solutions.

This guide is your primary source of information for installing, setting up, and operating the Global Payments Smart Terminal – A920. For terminal-related questions or support, please contact the Global Payments Customer Care Centre, 24/7/365.

General tips

The following tips will help ensure you continue to process smoothly with Global Payments Canada:

1. This reference guide contains information on the features and functions capable on your terminal, as well as basic troubleshooting techniques.
2. Perform a settlement daily. This will help ensure that your funds are consistently deposited into your bank account on a regular basis.
3. Change your passwords frequently. Changing passwords frequently helps protect our business from fraud through unauthorized use of your terminal.
4. If you have a problem with your terminal, check cabling and attempt to reboot the device.
5. If you have a communication problem with your terminal, verify that there are currently no outages reported by your Internet or wireless service provider.
6. The Global Payments Canada Customer Care Centre is available 24 hours a day, 7 days a week, to ensure there is always someone available to assist you.

Basic terminal operations

Before you begin

The Global Payments Smart Terminal – A920 is an electronic point-of-sale terminal designed to process debit and credit card transactions via Wi-Fi or cellular 4G LTE.

Caution:

Due to risk of shock or terminal damage, do not use the terminal near water, in a wet basement, bathtub, washbowl, kitchen sink, laundry tub, or near a swimming pool. Do not use in flammable environments.

Unpacking the box

Carefully inspect the shipping carton and its contents for shipping damage. If the contents are damaged, file a claim immediately with the shipping company and notify Global Payments Customer Care at 1.888.682.3309. Do not try to use damaged equipment.

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Remove the items from the carton. You should have the following items, based on what was ordered:

- A Global Payments Smart Terminal – A920 with paper roll installed
- An external power supply
- USB to mini USB cable
- Roll of thermal printer paper
- Charging Base (optional)

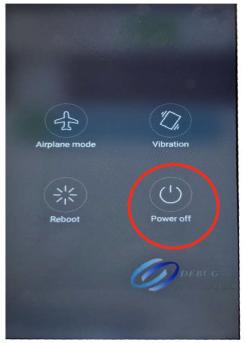
Remove the clear protective film from the LCD screen.

Save the shipping carton and packing material for future use.

Terminal ON/OFF

When the terminal is connected to the power supply, it will automatically power up. You can also turn on the PAX A920 using the small rectangular button on the right side of the terminal. Press and hold the button for 2-4 seconds until the screen illuminates.

1. To turn off the device, hold down the power button until you are presented with the following four options:
   - Airplane mode
   - Sound / Vibration
   - Reboot
   - Power off



2. Tap “Power Off”, then tap “Power Off” again.
3. The device will then shut down.

Battery management

Designed for both indoor and outdoor uses, the portable PAX A920 comes with extended battery life and improved battery management. The PAX A920 will charge the battery until 100% and then it will stop charging.

Voltage	Capacity	Run time	Recharge time	Recharge cycles	Field replaceable
5v	5250mAh	8 hours	3 hours	>500	Yes

Charging instructions

Before powering on the PAX A920, the battery should be fully charged.

Charge the device by plugging the USB end of the cable into a PC or power supply and then plugging the Mini USB end into the port on the left side of the terminal. Charge the battery until full.

Battery status display

Whether charging or not, the battery level percentage can be displayed on the status bar by turning “show battery percentage” on.

1. At the **Android Home** screen, tap on **Settings**.
2. Enter your password.
3. Tap the green checkmark.

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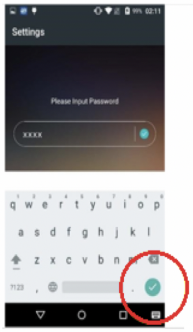
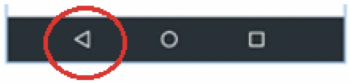


4. Tap **OK**.
5. Scroll down and tap **Battery**.
6. Tap on green box to turn on to display battery level values.

The battery icon displays in the status bar. The icon reflects the battery charge status/charge level.

	Terminal connected to external power source The "lightning bolt" portion of the battery icon appears when the terminal is connected to an external power source.
	15% charge or less Recharge the battery as soon as possible. The terminal may be close to powering off. Data will not be lost if this happens.
	0% charge The terminal will power off unless connected to a power source. Data will not be lost if the terminal powers off.

7. Tap the **back** icon to return to the Android home screen.



8. Tap the **Portico Canada** icon to return to the main menu screen.

Terminal hardware description

1. 5" Touchscreen
2. Power button
3. EMV reader
4. MSR / Magstripe reader
5. Contactless / NFC reader
6. Receipt printer
7. Micro USB charging port
8. Removable battery cover
9. Charging prongs (for when docked into the optional charging base)
10. Lever to open the paper roll

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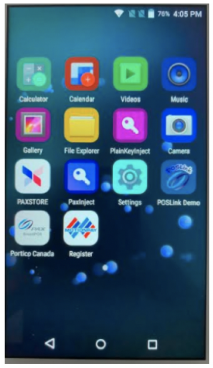
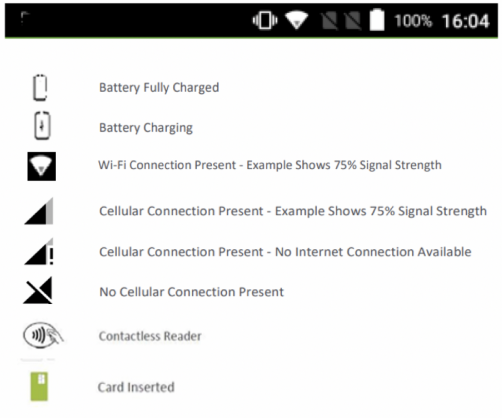
Menu screens and virtual keypad

Global Payments Smart Terminal – A920 is equipped with a 5" colour capacitive touchscreen to facilitate data entry using a finger.

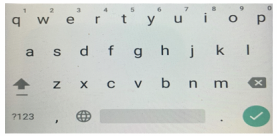
Android home screen

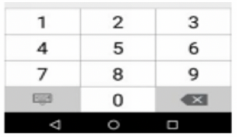


Main menu screen



The sample virtual keypad shown below will display when the field tapped on the touch screen requires alpha / numeric entry.





Header and condition icons

The system supports graphical icons that will indicate conditions the terminal may be in at various states. The condition icons are displayed in the header of all the screens. They indicate the status of the terminal and application and warn the merchant about conditions that may prevent normal operation.

Functions (FUNC) Menu

The Functions menu is the place where all terminal configuration settings are stored.

1. **Settings**: allows you to configure the application to meet the needs of your business.
2. **Reports**: allows you to print different reports.
3. **History**: details transaction history.
4. **Re-print**: allows you to re-print receipts.
5. **Operator**: view, add, or delete operator(s).
6. **Batch**: allows you to close batch.
7. **Tip menu**: allows to view Tip $ amounts via different options.
8. **Store and forward**

NOTE:

Some setting functions are password protected.

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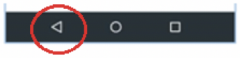
User Access Management

User password

The default password for your PAX A920 terminal is “9876”, unless you decide to change it. We strongly recommend you set your own password on the device. Merchant needs to contact the customer care center for support to change their password.

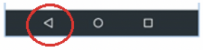
To change the User Password

1. At **Main Menu** screen tap on **FUNC**.
2. Tap on **Settings** icon.
3. Enter **Password** provided by a customer care center agent and tap **Enter**.
4. Tap on **Merchant Settings**.
5. Scroll down and Tap on the **User Password** icon.
6. Enter **Current Password**.
7. Enter **New Password**.
8. Enter **New Password Again**.
9. Tap keyboard icon and tap **Confirm**.
10. Terminal Displays **Password Reset Successfully**.
11. Tap the back icon to return to **Main Menu** screen.



To password protect transactions

1. At **Main Menu** screen tap on **FUNC**.
2. Tap on **Settings** icon.
3. Enter **Password** and tap **Enter**.
4. Tap on **Merchant Settings**.
5. Scroll down and tap on transaction type to password protect and tap on **Protected**.
6. Tap the back icon twice to return to **Main Menu** screen.

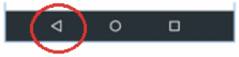


Clerk / Server ID

Clerk ID can be set up in the **FUNC** menu within the **Operator** menu. There is a maximum of 200 available Clerk IDs. Each Clerk ID has an associated name. There cannot be duplicate Clerk IDs. The Clerk ID is between one (1) and 50 alphanumeric digits. The Clerk Name is between one (1) to 19 alphanumeric characters.

To turn on Clerk / Server ID Prompt

1. At the **Main Menu** screen, tap on **FUNC**.
2. Tap on the **Settings** icon.
3. Enter your **password** and tap **Enter**.
4. Tap on **Merchant Settings**.
5. Scroll down and tap on **Clerk /Server ID Prompt** to turn prompt on.
6. Tap the **Back** icon twice to return to the **Main Menu** screen.



To set up the Clerk Name and ID

1. At the **Main Menu** screen tap on **FUNC**.
2. Tap on the **Operator** icon.

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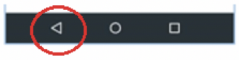
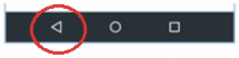
3. Enter your **password** and tap **Enter**.
4. Tap on **Add Operator**.
5. Enter **Operator Name**.
6. Enter **Operator ID**.
7. Tap **Confirm**.
8. Terminal displays **Add Operator Successfully Continue to Add?**
9. Tap on **OK** to add another Operator, or tap **Cancel** to return to the **Operator** menu.
10. Tap the **back** icon to return to the **Main Menu** screen.



Changing the terminal language (display and printing)

1. At the **Main Menu** screen, tap on **FUNC**.
2. Tap on the **Settings** icon.
3. Enter your **password** and tap **Enter**.
4. Tap on **System Settings**.
5. Scroll down and tap on **Language for Display**.
6. Tap on either **English** or **French**.
7. Tap on **Language for Printing**.
8. Tap on either **English** or **French**.
9. Tap the **Back** icon twice to return to the **Main Menu** screen.



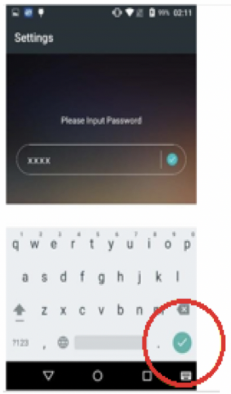
Adjust the volume

There are two options for adjusting the volume.

First option: press the **volume** button.

Second option: select the **volume** icon from the Android Home screen.

1. At the **Android Home** screen, tap the **Settings** icon.
2. Key in your **password**.



3. Tap the **green checkmark** button.

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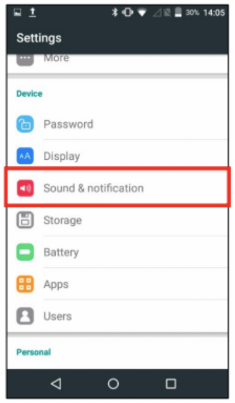
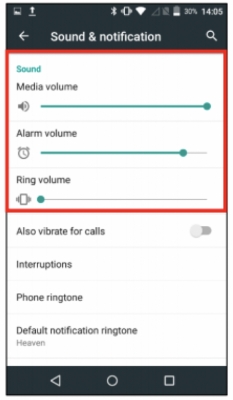
4. Tap **OK**.

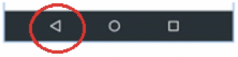
5. Scroll down to **Sound & Notification**.

6. The **Sound** menu will appear.





7. Tap the **Back** icon to return to the **Android Home** screen.



8. Tap the **Portico Canada** icon to return to the **Main Menu** screen.

Network communication

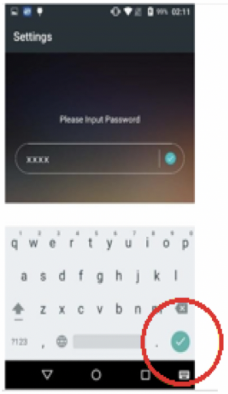
The PAX A920 terminal can support Wi-Fi and 4G communications. You can select any of these communication modes to use as your primary communication method. The following instructions will help you setup your device.

For a Wi-Fi Set-Up

1. At the **Android Home** screen, tap the **Settings** icon.

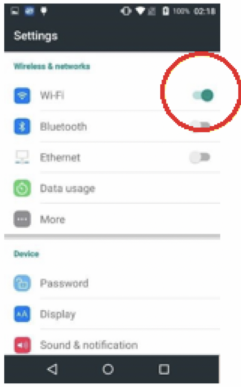
2. Key in your **Password**.

3. Tap the **green checkmark** button.



4. Tap **OK**.

5. Tap **Wi-Fi** from the **Wireless & Networks** menu to turn the Wi-Fi option on/off.



6. To see the available Wi-Fi networks, turn on the **Wi-Fi** option. Only local Wi-Fi networks that have the SSID broadcast option enabled will be displayed.

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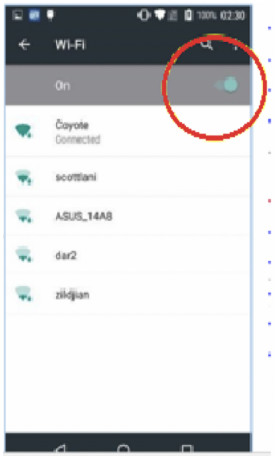
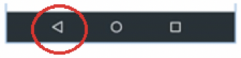


7. Tap the **SSID** name of the Wi-Fi network that you want to connect from list.

8. Enter case sensitive **Wi-Fi Password**, and then tap **Connect**.

9. When the terminal has successfully connected to the Wi-Fi access point, the Status will display **Connected**.

10. Select the **Back** icon twice to return to the **Android Home** screen.



11. Tap the **Portico Canada** icon to return to the **Main Menu** screen.

NOTE:

Wi-Fi signal range covers an area of approx. 100 feet in diameter in an open area.

For a 4G Mobile data set-up

Your terminal supports 4G. If you have ordered a 4G configuration for your PAX A920, Global Payments inserts and programs the network SIM Card for your terminal prior to shipment. There is no setup required by you.

The terminal will automatically connect to the mobile data network after powering up. It may take a few minutes to connect, depending on the network signal in the area. The Mobile Data network, if being used, will display at the top left of the terminal screen.

Network status indicator

Icons on the status bar	Description
4G	The terminal is currently connected to and using the authorized carrier's 4G wireless network.
3G	The terminal is currently connected to and using the authorized carrier's 3G wireless network (as fallback).
	The terminal is currently connected to and using your local Wi-Fi network.

Accepting payment cards

To conduct a contactless transaction

1. Tap the transaction icon on the **Main Menu** screen.

2. Follow the prompts displayed on the screen accordingly.

3. The customer taps their card or mobile device over the contactless reader active zone above the

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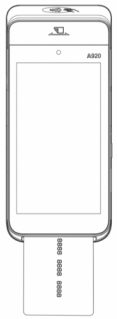
display (hold approx.1 cm above the contactless logo located on the paper trapdoor).

4. The card reading is successful when the audible confirmation tone is heard.

To conduct a chip card transaction

1. Tap the **transaction** icon on the **Main Menu** screen.
2. Follow the prompts displayed on the screen accordingly.
3. The customer inserts the card into the terminal's chip reader.
4. Position the chip card with the chip side facing upward, as shown below.
5. Remove the card only when the screen indicates Please remove card.



Caution:

Leave the chip card in the reader until the transaction is complete. Premature card removal will invalidate the transaction.

To conduct a magnetic stripe transaction

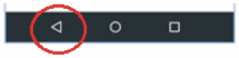
1. Tap the transaction icon on the **Main Menu** screen.
2. Follow the prompts displayed on the screen accordingly.
3. The cardholder swipes the card's magnetic card, with the stripe facing downward in the top card reader.
4. Swipe the card through the magnetic card reader.

5. The screen indicates the transaction is complete.

To enable or change tip settings

To enable or change your tip settings as needed.

1. At **Main Menu** screen, tap on **FUNC**.
2. Tap on the **Settings** icon.
3. Enter your **password** and tap **Enter**.
4. Tap on **System Settings**.
5. Scroll down to **Tip Options**.
6. Tap on **Input Mode** to turn the prompt on.
7. Tap the **back** icon twice to return to the **Main Menu** screen.



For more advanced tip setting such as tip suggestion, please contact our helpdesk.

Sale transactions

The sale transaction is the most common transaction.

1. Tap **Sale.**.
2. Key in the transaction amount, and tap **Confirm**.
3. Enter the **Invoice #** (if "enter manually" is enabled) and tap **Confirm**.

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4. Enter the **Server ID** (if enabled) and tap **Confirm**.
5. Enter **Tip** amount (if enabled) and tap **Confirm**.
6. Terminal displays: **"Total Amount", "Please enter card number," "Swipe/Insert/Tap"**.
7. If the card is **tapped**, skip to step 17.
8. If the card is **inserted,**
9. Cardholder enters **PIN**, taps green **Enter**, skip to step 17.
10. If the card is **swiped**, (credit card only) cardholder follows the prompts on screen.
11. Enter last 4 digits of the card number and CVV (if enabled), skip to step 17.
12. For **manually** entered cards, (credit card only) tap **Please Enter Account**.
13. Enter card number and tap keyboard icon, and tap **Confirm**.
14. Enter the **Expiry Date** and tap **Confirm**.
15. Enter address and postal code or leave blank and tap **Confirm** to bypass.
16. Enter last 4 digits of the card number and CVV (if enabled).
17. Terminal communicates with Global Payments.
18. Once the transaction is complete, the merchant copy of the receipt is printed.
19. Device prompts "**Please tear receipt. Print customer receipt?**". Tap **Cancel** or **OK** to print customer copy.

NOTE:

If the terminal cannot read the credit card, you must enter the card number manually. If a debit card cannot be tapped, inserted or swiped, you must ask for another form of payment. Debit cards cannot be entered manually.

Pre-Auth and completion (credit only) transactions

Pre-Auth is used for credit transactions when the terminal is NOT brought to the customer or used to reserve an amount against a cardholder's available credit limit up to 30 days. Using the pre-auth transaction allows you to enter a different amount at the completion of the transaction.

AUTH (Pre-Auth) – Authorize the amount:

1. Tap **Auth** transaction icon on **Main Menu** screen.
2. Enter the **transaction amount** and tap **Confirm**.
3. Enter the **Invoice No** (if "enter manually" is enabled) and tap Confirm.
4. Enter the **Server ID** (if enabled) and tap **Confirm**.
5. If the card is **Tapped**, skip to step 13.
6. If the card is **Inserted**, follow the next step.
7. Enter the **Server ID** (if enabled) and tap Confirm.
8. Cardholder enters **PIN**, taps green Enter, skip to step 13.
9. For manually entered cards, tap on **Please enter card number**, manually enter card number and tap keyboard icon and tap **Confirm**.

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10. Enter the **Expiry Date** and tap **Confirm**.
11. Enter the address and postal code or leave blank and tap **Confirm** to bypass.
12. Enter "**CVC2**" (if enabled) and tap **Confirm**.
13. Terminal communicates with Global Payments.
14. Once the transaction is complete, the merchant copy of the receipt is printed.
15. Device prompts "**Please tear receipt. Print customer receipt?**". Tap "**Cancel or OK**" to print customer copy.

POSTAUTH (Pre-Auth Completion) – Complete Pre-Auth transaction to the final amount:

1. Enter **password** and tap **Enter**.
2. Tap the **PostAuth** transaction icon on the **Main Menu** screen.
3. Enter **Original Trans No.** and tap **Confirm**.
4. Terminal displays transaction details. Scroll down to and tap **Confirm.**
5. Enter **Amount** and tap **Confirm**.
6. Enter **Tip amount** (if enabled) and tap **Confirm**.
7. Enter **Invoice No.** (if enabled) and tap **Confirm**.
8. Enter **Server ID** (if enabled) and tap **Confirm**.
9. Terminal communicates with Global Payments.
10. Once the transaction is complete, the merchant copy of the receipt is printed.
11. Device prompts "**Please tear receipt. Print customer receipt?**". Tap "**Cancel or OK**" to print customer copy.

NOTE:

Pre-Auth will not settle transactions. Completion will settle transactions.

NOTE:

The terminal only allows a maximum of 2 incremental auths added on the original pre-auth transaction. Only one is required to complete both pre-auth and incremental auths.

Return transactions

IMPORTANT:

Please note that this function is password-protected. To access this function, you must establish your unique admin/manager password during the initial setup. To acquire your admin/manager password, kindly reach out to the Global Payments Customer Care Centre at **1.888.682.3309**.

Use the Return transaction to credit a cardholder.

1. Tap the **Return** transaction icon on the **Main Menu** screen.
2. Device displays **Sub Trans Types**. Tap either **By CardNum** or **RefNo**. Please note that only credit cards can process refunds by ref number.
3. If **CardNum** is selected, proceed to the next step.
4. Enter your **password** and tap **Enter**.
5. Enter the **return amount**, tap **Confirm**.
6. Enter **Invoice No.** (if enabled) and tap **Confirm**.

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7. Enter **Server ID** (if enabled) and tap **Confirm**.
8. The cardholder taps/inserts or swipes the credit card.
9. If the card is **tapped**, skip to step 20.
10. If the card is **inserted**,
11. Cardholder follows the prompts displayed on the terminal screen, skip to step 20.
12. If **RefNo** is selected,
13. Enter **password** and tap **Enter**.
14. Enter **return amount**, tap **Confirm**.
15. Enter **Invoice No.** (if enabled) and tap **Confirm**.
16. Enter **Server ID** (if enabled) and tap **Confirm**.
17. Enter **HREF** off original receipt.
18. Device displays **" ChooseType", "SALE / POSAUTH (Completion)/FORCED**.
19. Select the original transaction type (sale or post auth).
20. Terminal communicates with Global Payments.
21. Once the transaction is complete, the merchant copy of the receipt is printed.
22. Device prompts "**"Please tear receipt. Print customer receipt?**". Tap "**Cancel or OK"** to print a customer copy.

NOTE:

Transaction password protection is highly recommended for return transactions. Protection can be turned on in the FUNC menu in Merchant settings in Transaction Types.

The cardholder must be present for a debit return.

NOTE:

Debit cards cannot be swiped or manually entered.

Void sale

IMPORTANT:

Please note that this function is password-protected. To access this function, you must establish your unique admin/manager password during the initial setup. To acquire your admin/manager password, kindly reach out to the Global Payments Customer Care Centre at **1.888.682.3309**.

If you have entered the wrong amount or need to cancel a transaction, use the **Void** transaction function (instead of **Refund**) wherever possible. Transactions that are voided will not appear on cardholder statements.

Customers must be present for a void transaction on a debit card.

NOTE:

Transactions can only be voided before they are settled.

1. Tap the **V/Sale** transaction icon on the **Main Menu** screen.
2. Enter the **Original Trans No.** and tap **Confirm**.
3. The terminal displays transaction details. Scroll down and tap **Confirm**.

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4. Enter the **Server ID** (if enabled) and tap **Confirm**.
5. If voiding a debit transaction, the terminal will prompt to either insert or tap card.
6. The terminal communicates with Global Payments.
7. Once the transaction is complete, the merchant copy of the receipt is printed.
8. Once the device prompts "**Please tear receipt. Print customer receipt?**". Tap **Cancel or OK** to print customer copy.

NOTE:

Debit cards cannot be swiped or manually entered.

Performing a settlement (Closing the terminal)

You should perform a settlement at least once per day. This helps ensure prompt payment and reduces the chance of chargebacks.

1. Tap **Func** on the **Main Menu** screen.
2. Tap the **Batch** icon.
3. Enter your **password** (if enabled) and tap **Enter**.
4. Once the terminal displays "**Batch Menu**", tap on **Batch Close**.
5. Once the terminal displays "**Close W/Untipped?**", tap **Cancel** or **OK**.
6. Tap **OK** to close the current batch, or **Cancel** if you do not wish to settle at this time.
7. The terminal communicates with Global Payments to close the batch.
8. The terminal displays **Batch Close Successful**.
9. Once the transaction is complete, a **Batch Report** is printed, giving the status of the closed batch operation.

Caution:

If the terminal displays: **"Batch Rejected",** at the end of the settlement procedure, please contact Global Payments' Customer Care at 1.888.682.3309.

Re-print

This option allows you to reprint either the last transaction entered or search for the appropriate transaction.

1. Tap **Func** on the **Main Menu** screen.
   - Tap the **Re-Print** icon on the menu screen.
   - Select **Print Last Transaction** to reprint the last transaction.
   - Select **Print Detail** to print all transaction details.
   - Tap **Print Any** to print by Transaction No.
   - **EDC Type: enter Trans No**.
   - Tap **Receipt Type**, and then **Customer Copy or Merchant Copy**.
   - Tap **Printing** to print the receipt.
2. Tap **Back** icon twice to return to the Main Menu screen.

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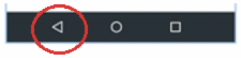
Demo mode

The demo mode on the terminal helps you to become familiar with the terminal and to train new staff. All transactions in demo mode are simulated and are not processed. *Remember to exit demo mode before processing real transactions.*

> **NOTE:**
>
> You must perform a settlement before you can enter demo mode.

1. Tap **Func** on the **Main Menu** screen.
2. Tap **Settings**.
3. Enter your **Password** and tap **Enter**.
4. Tap **Operation Settings**.
5. Tap **Demo Mode** to enable/disable demo mode.
6. Tap the **Back** icon twice to return to the Main Menu screen.

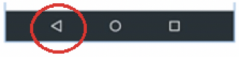


> **NOTE:**
>
> The terminal must be removed from demo mode before conducting live transactions. To return to "live" mode, repeat the procedure in the steps above.

Reports

To generate reports, follow the steps below:

1. Tap **Func** on the **Main Menu** screen.
2. Tap **Reports**.
3. Enter **password** and tap **Enter**.
4. Select the report you want to generate:
   - **Default Report –** Prints condensed report of overall information for each transaction.
   - **Current Report –** Prints report by Payment Type, Card Type, Trans Type, and Sorted.
   - **History Report –** Prints report by a specific timeframe by Payment type, Card type, and Transaction type.
   - **Tip Report –** Print tips by Server/Clerk Number, Payment Type, and Card Type.
   - **EMV Report –** Prints four (4) different EMV reports. **Tap** on report to print: Key Report, Stats Report, Conf Report, Decl. Trans Report.
5. Tap the **back** icon twice to return to the **Main Menu** screen.



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Semi-Integration configuration with ECR

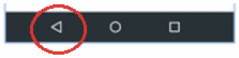
NOTE:
The ECR system must be certified with Global Payments. Please verify with your ECR system provider to make sure they have completed certification with Global Payments.

Enable Semi-integration

1. Tap **Func** on **Main Menu** screen.
2. Tap **Settings** then **System Settings**.
3. Select **ECR-Terminal Integration Mode**:
   a. External POS (enables semi-integration).
   b. Internal POS/Standalone (enables semi- integration for build-in Apps or disable semi-integration for external POS).
4. Tap the **Back** icon twice to return to the **semi integrated** idle screen.

Connect the terminal with the POS/ECR

1. From the semi-integrated idle screen, the IP address will appear below **BroadPOS**. Note the IP and enter it in your ECR.
2. Tap the top right icon to access **Settings**.
3. Tap **ECR Comm Settings**.
4. Choose **Ethernet** (only one supported today).
   a. The default host port is **10009**.
   b. Select your protocol type between TCP/IP, HTTP GET and HTTPS GET (information provided by your ECR system provider).
5. Tap the **Back** icon twice to return to the **semi integrated** idle screen.

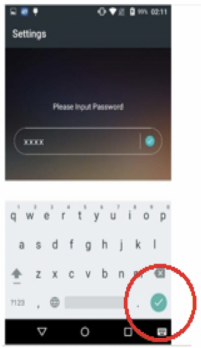


Key beep and brightness

Through the terminal settings menu, you configure the Key Beep and brightness setting based on your customized needs:

To turn on Key beep:

1. At **Android Home** screen, tap "**Settings**" icon.
2. Enter **Password**.
3. Tap **green checkmark**.



4. Tap **OK**.
5. Scroll down to **Device menu**.
6. Tap on **Sound and notification**.
7. Scroll down to **Other sounds**.

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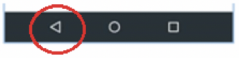
8. Tap on **Dial Pad tones** to enable/disable key beep.

9. Tap the **Back** icon 3 times to return to the **Android Home** screen.



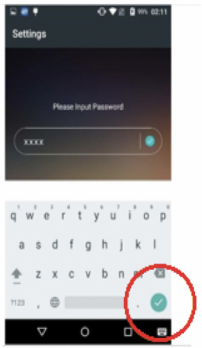
To change the brightness setting, you have 2 options:

Option 1:

1. At **Android Home** screen, tap the **Settings** icon.

2. Enter **Password**.

3. Tap the **green checkmark**.



4. Tap **OK**.

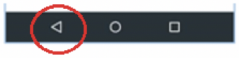
5. Scroll down to the **Device Menu**.

6. Tap on **Display**.

7. Tap on **Brightness Level**.

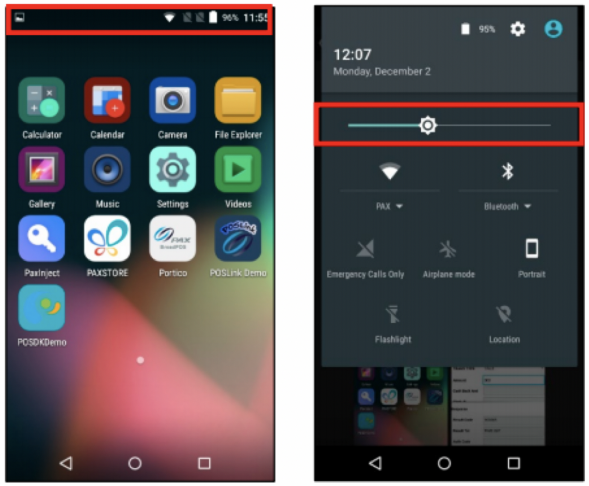
8. Press on the **setting** icon and slide left to right to adjust brightness.

9. Tap the **Back** icon 3 times to return to the **Android Home** screen.



Option 2:

Use your finger to slide the top navigation panel down. There you will find the brightness slider where you can adjust the brightness.



Installation procedure

The terminal should be placed near a power outlet. The location should be convenient to the user and should offer adequate ventilation and protection. Place the terminal/optional base on a flat surface, plug the power supply into a surge protector attached to an electrical outlet.

Do not place the terminal in an area with high temperatures, vibrations, dust, dampness, or electromagnetic radiation (from a computer screen, microwave oven, anti-theft barrier, etc.).

- To avoid accidental damage, secure cables and power cords.

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- The terminal requires the following environment:
- Operating temperature of 10°C ~ 50°C (14°F ~ 122°F)
- 5% ~ 95% Relative Humidity, Non-Condensing
- Storage temperature of -20°C ~ 70°C (-4°F ~ 158°F)

NOTE:

Use only the DC power supply shipped with your unit. Using a power supply with the wrong voltage and amps will damage the device and void the warranty.

Replacing the paper roll

When colored stripes appear on a receipt, this is the indication to change the paper roll.

NOTE:

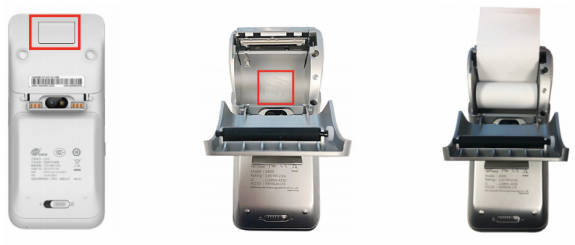
In the event of running out of paper, you may still be able to process Credit card transactions under the "No Paper Mode" (NPM), which will automatically be enabled. There is another feature that indicates you need to replace the paper roll. This feature is called "No Paper Mode". It is indicated by the "NPM" icon on the top of the payment application screen.

NOTE:

Only use paper approved by the manufacturer (roll diameter max 40 mm/1.57", roll width 58mm/2 ¼", roll length 17m/55'). Using unapproved paper can damage the terminal's printer.

To change the paper roll, follow the steps below:

1. Pull up the flap at the top of the terminal.



2. To install a new thermal paper roll, drop in the paper roll with the paper pulling from the back and out the top of the roll. Pull about 2" of paper out and close the lid until the lid snaps into place.

NOTE:

If you insert a new R40 paper roll, tear off the first length (one complete turn to avoid printing on adhesive tape footprint).

To maximize the life of the thermal paper rolls, do not store them where they are exposed to fluorescent light, UV light, high humidity (above 65%), or temperature (above 25° C or 77° F) for a long period of time. Do not place them near vinyl, plastics, adhesives, shrink-wraps, wet-toner copiers, or carbon paper for prolonged periods.

Order thermal paper that meets the following specifications:

Roll width: 58 mm (2 ¼")
Roll diameter: 40 mm (1.57")

Troubleshooting

Receipt paper is jammed

1. To avoid paper jams: Tear the receipt by pulling the paper forward.
2. To clear a paper jam: Remove the paper roll and reinsert it.

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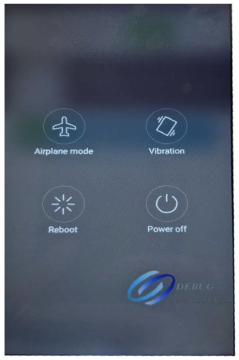
Card reader does not work properly (cards are not read)

1. When sliding the card through the reader, make sure the magnetic stripe on the card is facing the side of the terminal display screen.
2. Swipe the card at a faster or slower steady speed.
3. Swipe the card in the other direction.
4. Perform a test transaction using one or more magnetic stripe cards to ensure the problem is not a defective card.
5. Inspect the magnetic stripe on the card to make sure it is not scratched or badly worn. To determine if the problem is with the card, ask the customer for another card or try swiping the card on another terminal.

Terminal does not work properly

1. Make sure the power cable connector is fully inserted into the terminal or optional base.
2. To restart the terminal, unplug the power cable and then plug it back in.
3. To reboot, press and hold the small rectangle button on the left side of the terminal for 2-4 seconds, and then release.
4. When you are presented with the four options: **Airplane mode, Vibration, Reboot, Power off**. Tap **Reboot**, then select **Reboot** again. The device will then reboot.



5. Plug the terminal into another electrical outlet to see if it is an electrical problem.
6. If you have another working terminal, swap the terminals to determine if the problem is with the terminal, cable, or power outlet.

NOTE:

Changes or modifications to this terminal not expressly approved by Global Payments could void the user's authority to operate the equipment.

Receipt is blank

If the receipt is blank, confirm that the roll of paper has been properly inserted into the terminal and the correct paper type is being used.

Cleaning

NOTE:

Before cleaning the terminal, ensure the power is off.

To clean the terminal, follow these instructions:

1. To prevent damage to the terminal and to avoid electric shock, unplug the power supply before cleaning the terminal.
2. To remove dust from the terminal, wipe with a damp cloth.
3. For deeper cleaning, make a solution of soap and water, dampen a soft cloth with the solution, and wipe the terminal's covers.

Caution:

Do not spray or pour cleaning liquid directly on the terminal. If you allow any liquid to enter inside the case, serious damage to the device may result.

Do not use abrasive cleaners; they can destroy the plastic and cause serious damage to the terminal.

Do not clean the electrical connectors.

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4. Cleaning liquid that is applied to the terminal must dry within one minute. If it does not, dry the terminal with a soft cloth.

Terminal specifications

This section discusses power requirements, dimensions, and other specifications of the PAX A920 terminal.

Memory	1 GB RAM + 8GB Flash, Micro SD Card Slot, Supports up to 32 GB
Processor	AMR Cortex A7 1.1GHz 4 core processor Cortex M-4
Card reader	Magnetic Card Reader- ISO 1/2/3, 500K lifespan, Smart Card Reader- EMV Level 1, 500K lifespan, Contactless- EMV Level 1 compliant
Display	5" (720 x 1280) IPS Touchscreen display
Printer	2" Thermal printer, 80mm per second
Dual cameras	0.3 MP Fixed focus front camera, 5 MP Auto focus rear camera
Connectivity	4G LTE, Wi-Fi,
Communication parts	Dual SIM, 1 x Micro USB
External base options	Charging Base only
Battery	3.7V 5250 mAh Li-Ion
Physical	L x W x H (inches): 6.92 x 3.07 x 2.24 Weight: 11.3 oz (including battery)
Certifications	PCI PTS 5.x SRED, EMV L1 & L2, EMV L1 Contactless

Service and support

For Global Payments Smart Terminal – A920 service and repair information, contact Global Payments' Customer Care at 1.888.682.3309.

Returning a terminal for service

When you receive a replacement terminal, always return the defective devices back promptly; failure to do so may result in charges applied to your account.

The Global Payments' Customer Care Centre is available 24 hours a day, seven days a week to assist with questions related to terminal returns.

NOTE:

Do not, under any circumstances, attempt service, adjustments, or repairs to this product. Contact Global Payments' Customer Care at **1.888.682.3309**. Service conducted by parties other than authorized Global Payments representatives is not permitted.

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