

 emerchantpay

# Handpoint SmartPOS User guide

## PAX A920

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**Handpoint**



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# SmartPOS User Guide: PAX A920

## 1. Welcome

Thank you for choosing PAX A920. With this quick start-up guide, you will be able to understand how to operate your PAX A920 card reader and start accepting card payments in no time.

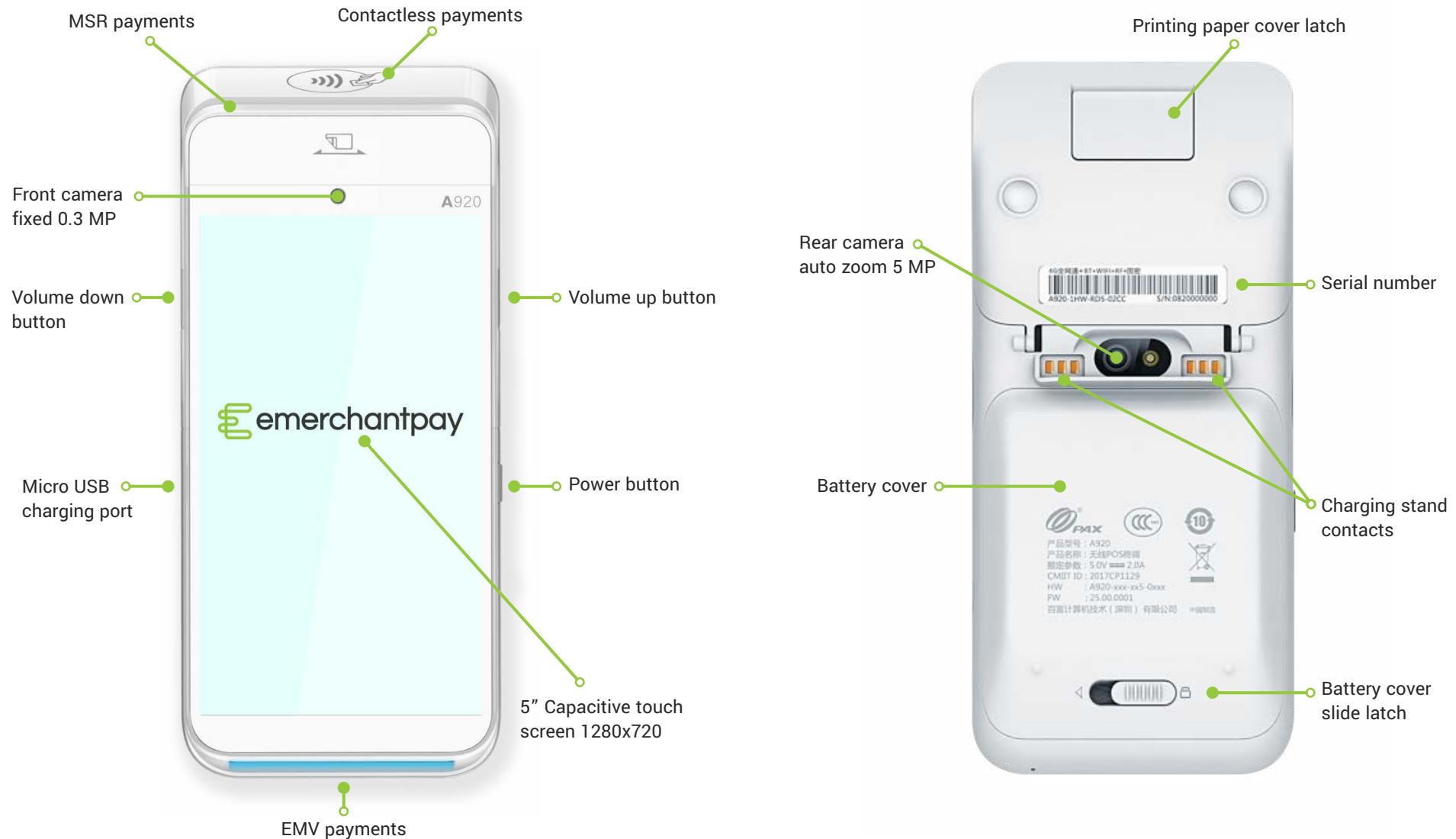
### 1.1 About the SmartPOS PAX A920

The PAX A920 is a powerful portable card reader running on Android operating system, that accepts highly secure payments as part of the Handpoint Platform. The Pax A920 can be used together with either the Handpoint app or a full Point of Sale system (in which case, please contact your POS solution provider for support).

You can operate the PAX A920 with or without a charging cradle. If you would like to order a charging cradle, please contact your Account Manager.

## 1.2 Terminal overview

Below you will find all the features and buttons available on the PAX A920.



### 1.3 Getting started

You can choose to operate your PAX A920 either with Wi-Fi or with cellular connectivity. See below how to set up each connection type.

#### Wi-Fi connectivity

1. Turn on the card reader by pressing and holding the power button on the right side for 2-4 seconds.
2. Use the touch screen to bring the settings bar down from the top of the screen. You must pull it all the way down until the settings appear in full with icon names.
3. Select the Wi-Fi name (below the Wi-Fi icon).
4. Select the toggle switch to enable Wi-Fi.
5. Once the list of available Wi-Fi networks appear, select your desired network.
6. When your card reader has successfully connected to the network, it will confirm this action by displaying “connected” below the network name.

#### Cellular connectivity

You will be provided with a mini-SIM that is exclusively configured for you and is likely to be pre-installed in your card reader.

To confirm if your SIM is already installed, please follow these steps:

1. Make sure your card reader is turned off using the power button.
2. Push the battery cover slide latch (at the back of the card reader) to the right to open, remove the battery case (lifting from the bottom) and take out the battery (also lifting from the bottom).

3. Once removed, you should see your SIM card in the SIM1 card slot (on the left-hand side) otherwise insert it here (see the below image).
4. Re-insert the battery and casing, after which you need to push the cover slide latch back to the left.



To activate your cellular connectivity, you will need to follow the below steps:

1. Turn on the card reader by pressing and holding the power button on the right side for 2-4 seconds.
2. Select the Settings application and the following steps:

- a. enter the password **pax9876@@** and click “OK” (alternatively the password could be **9876** depending on the hardware).
- b. Select “More”.
- c. Select “Cellular Networks”.
- d. Select “Access Point Names”.
- e. Select “+” (plus sign icon in the top-right corner).
- f. fill in the following access point (APN) settings: **MAVOCO**
- g. Select the drop-down, dotted icon (three dots icon in the top-right corner)
- h. Select “Menu”.
- i. Select “Save”.

## 2. Battery

Before switching on your PAX A920, the card reader should be fully charged. Make sure to complete the below steps before the first charge:

1. Push the battery cover slide latch (at the back of the card reader) to the right to open.
2. Remove the battery case (lift from the bottom).
3. Lift out the battery (lift from the bottom).
- 4. Remove the battery protective strip from the battery connectors (this is important).**
5. Re-insert the battery and casing, pushing back the cover slide latch to the left.

To charge the card reader, plug the micro USB connector to the micro USB port on the left side of the terminal.

## 3. Security

Handpoint's payment platform includes stringent P2PE (point to point encryption) security that protects sensitive card data. As a merchant, you're responsible for the security at the point of sale, so be sure to inspect your card reader carefully for indications of fraud at least once in every three months. Look out for signs of tampering or substituted card readers.

## 4. Printing

The PAX A920 includes an in-built printer for printing receipts with a thermal paper roll.

Here are the steps you need to take to change the printer paper roll:

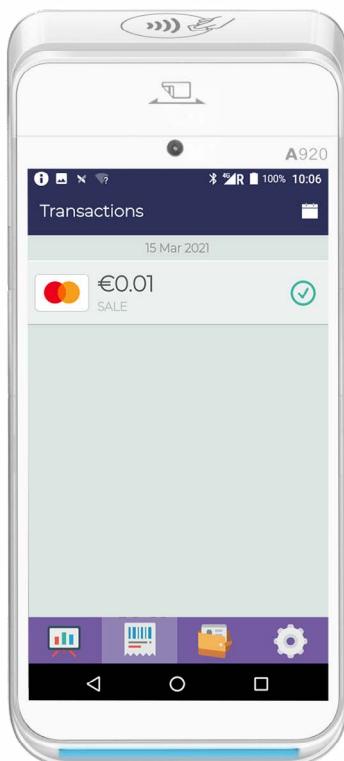
1. On the back of the card reader, pull down the paper lid release lever and take the whole lid casing away.
2. Remove the paper roll by simply pulling it out of the slot.
3. Insert the new thermal paper roll in the same slot with the glossy side of the paper sheet facing out the top.
4. Pull out around 2 inches of the paper sheet and close the close over it, until the lid snaps into place.
5. Tear off any excess paper.

Now your card reader is ready to produce receipts after a transaction.

## 5. Refunds

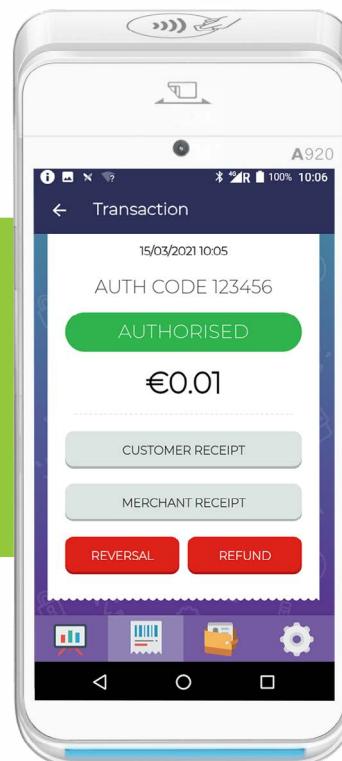
When you initially receive your PAX A920, you will notice that the refund option is disabled by default. To enable refunds on your terminal, please contact [cp@emerchantpay.com](mailto:cp@emerchantpay.com) or call us at 08001123344. Follow the steps below to perform a refund on PAX A920:

Step 01



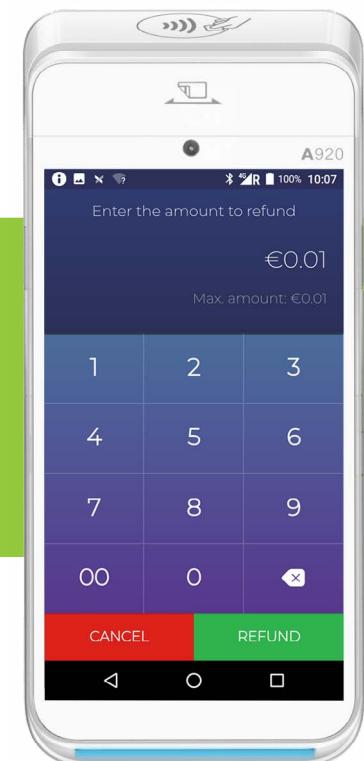
Go into the “transaction history” tab (at the bottom: the second from the left).

Step 02



Select the transaction that should be refunded, click “refund” and confirm your option by selection “OK”.

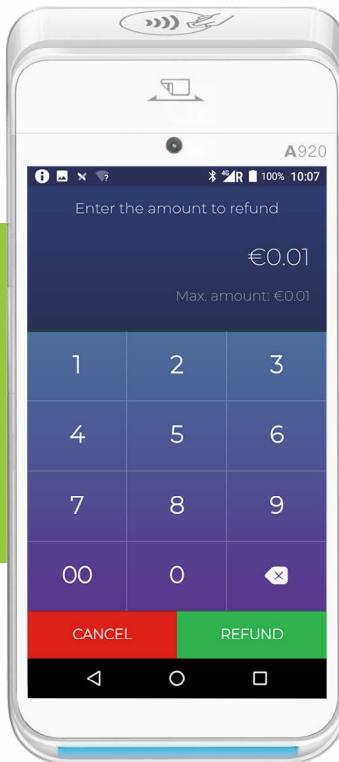
Step 03



Enter the password (a merchant is asked to create a password upon the first log-in: this can be reset in the TMS).

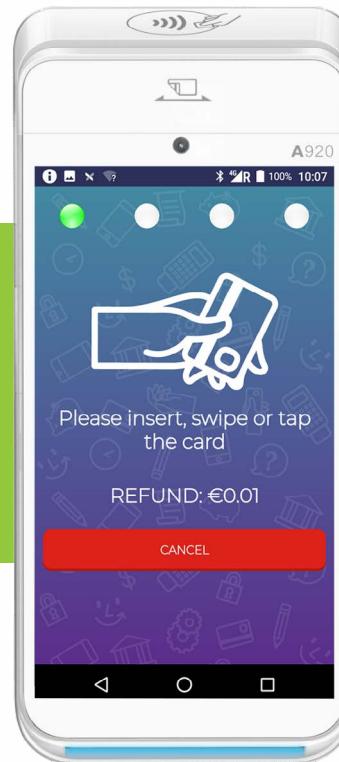
\*The refund amount can be smaller or equal to the original transaction amount. Only one refund per original transaction is allowed.

Step 04



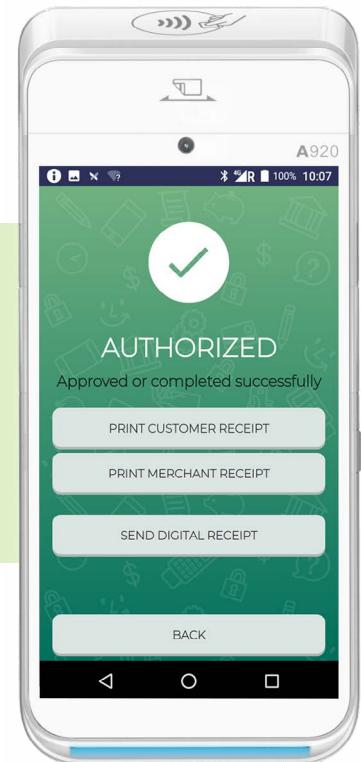
Enter the amount to refund (limited to the total value of that sale transaction) and select "REFUND".

Step 05



Prompt the customer to insert/swipe/tap their form of payment to accept the refund.

Step 06

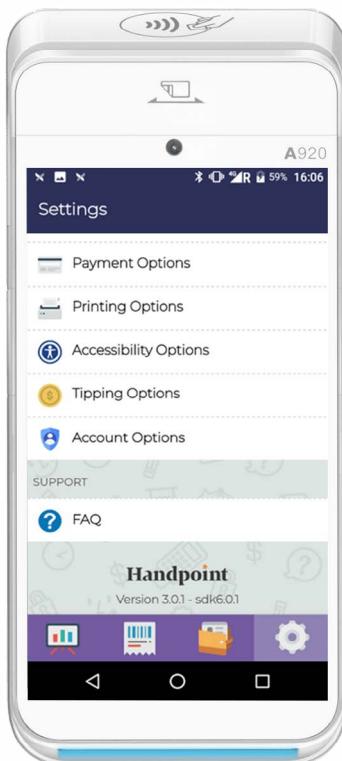


(optional) Resend the receipt.

## 6. Tipping Options

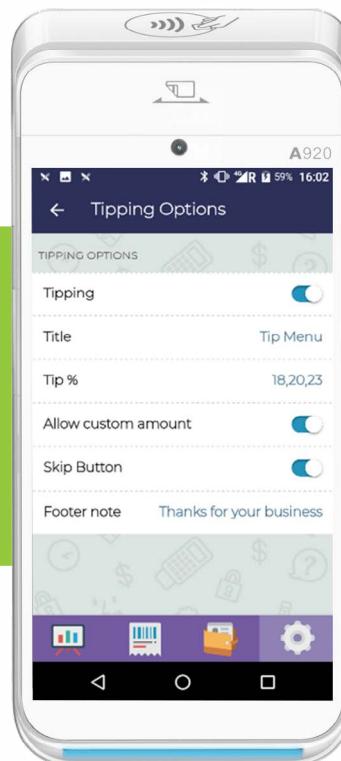
Tipping options are available on your PAX A920. If you choose to enable tipping, customers can choose to tip based on a percentage and/or a custom, flat amount. These options can work separately or together. To enable tipping on your device, follow these steps:

Step 01



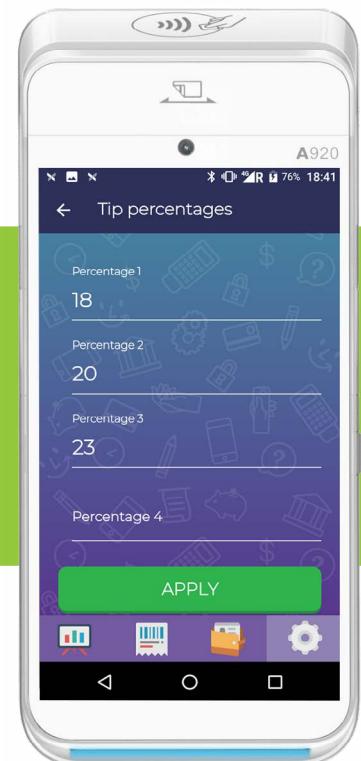
Go to “Settings” (the cogwheel icon at the bottom: far-right) and select “Tipping Options”.

Step 02



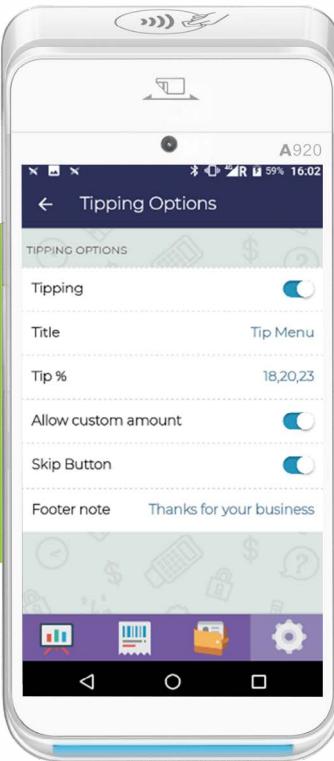
Enable “Tipping”.

Step 03



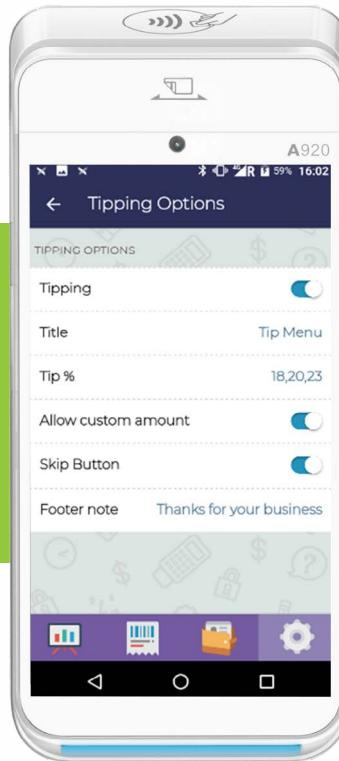
To enable a percentage tip, click “Tip %”, add your desired percentage options and click “APPLY”.

#### Step 04



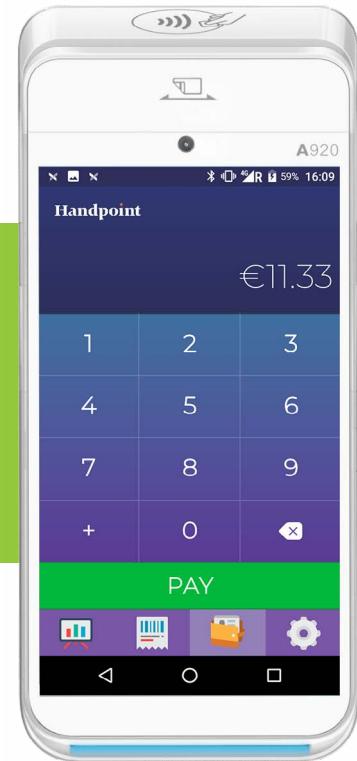
Enable the button "Allow custom amount" for the option to choose between a percentage tip or a custom amount during the payment.

#### Step 05



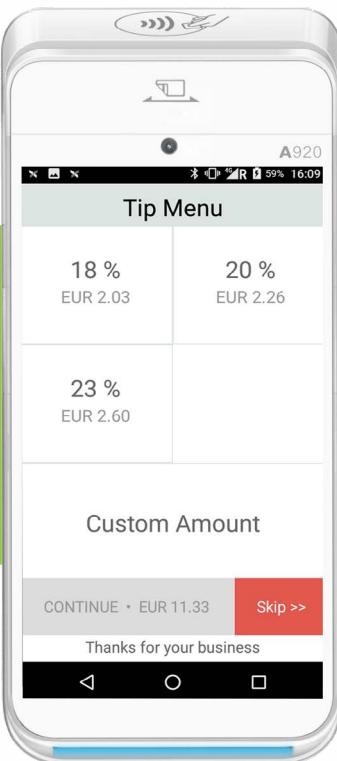
Enable "Skip Button" if you want customers to be able to skip the tipping options altogether. Your tipping options have now been finalized. The next steps will describe the actual transaction process when a tip is added.

#### Step 06

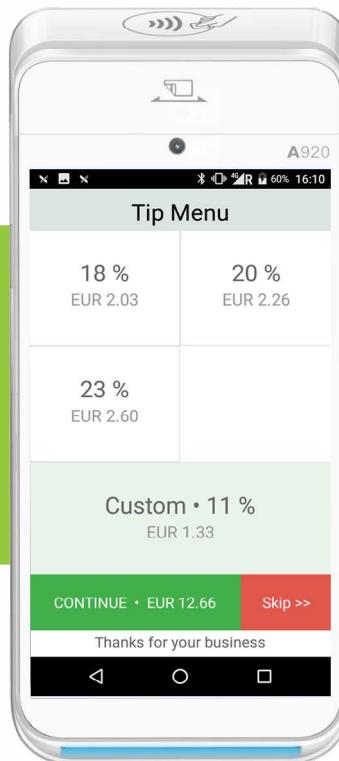


Enter the amount of the transaction and click "PAY". The Payment Method page will appear on your PAX A920 screen. Select "Card and tip" for the option to add a tip to the payment amount.

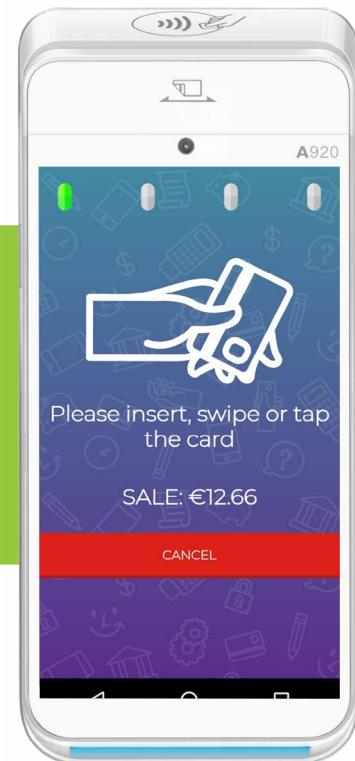
**Step 07**



**Step 08**



**Step 09**



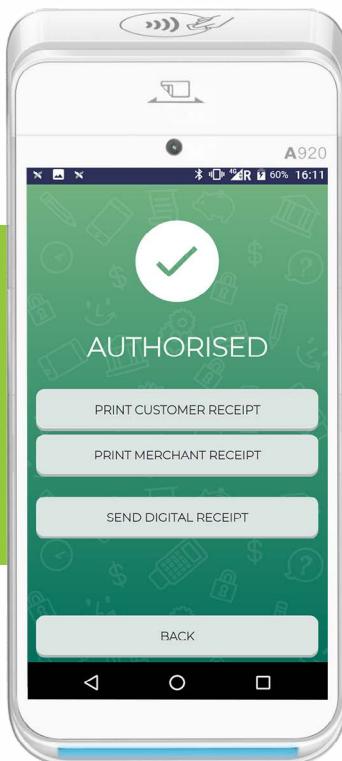
The “Tip Menu” screen gives the option to select a tip as a percentage of the total amount or as a custom flat amount, or to skip this stage altogether (depending on your pre-selected settings). The tip will automatically be added to the total amount.

If “Custom Amount” is selected, a keypad will appear to enter the flat amount to be tipped. The green tick button (bottom right) will return you back to the main “Tip Menu” page. Click “Continue” to pay.

Insert or tap the customer’s card to finalize the transaction.

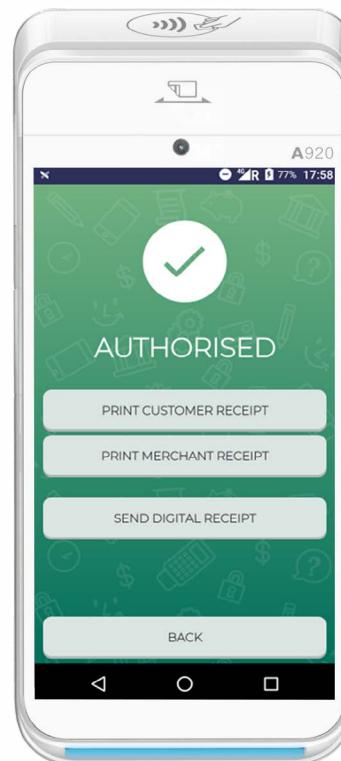
## 7. How to send the receipt over email or phone

Step 10



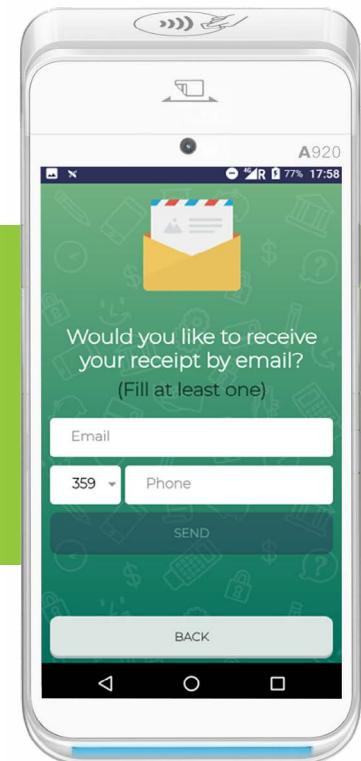
The “AUTHORISED” screen signals that the transaction has gone through. You can now print a receipt(s).

Step 01



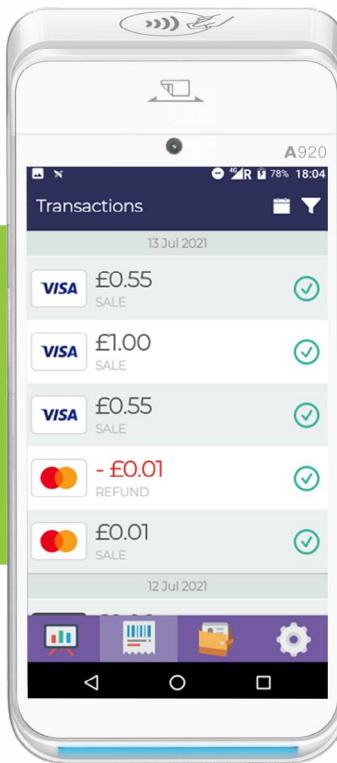
After you complete a transaction, the option “SEND DIGITAL RECEIPT” will be available.

Step 02

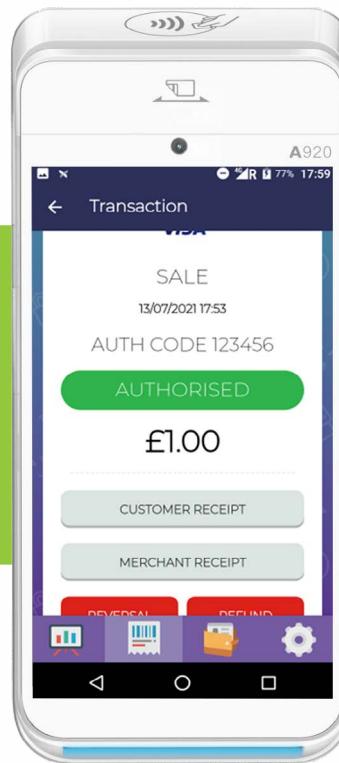


You will be able to send the receipt as an email or message. You can fill either of the fields or both and press “SEND”.

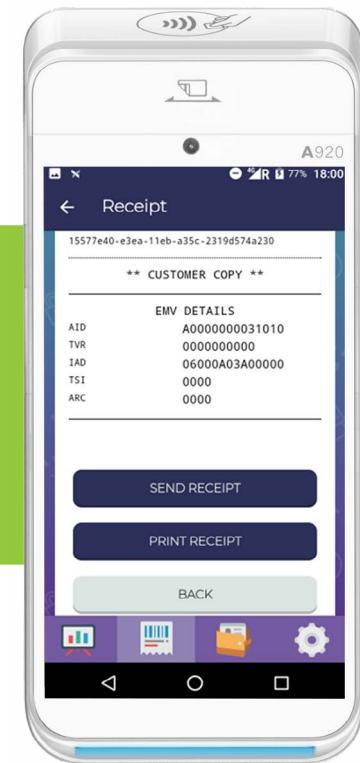
**Step 03**



**Step 04**



**Step 05**



This option is also available for previous transactions. Go to the transactions menu and tap on the transaction you need the receipt for.

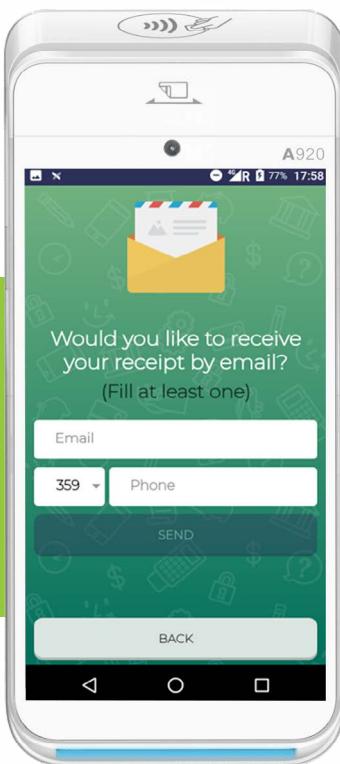
Choose which copy of the receipt you want to send and tap on it.

The device will show you the receipt for the transaction. Scroll to the bottom of the screen and you will find the options for sending and printing the receipt.

## 8. Analytics

The analytics tab is available in the far left-bottom icon in the Handpoint application.

Step 06

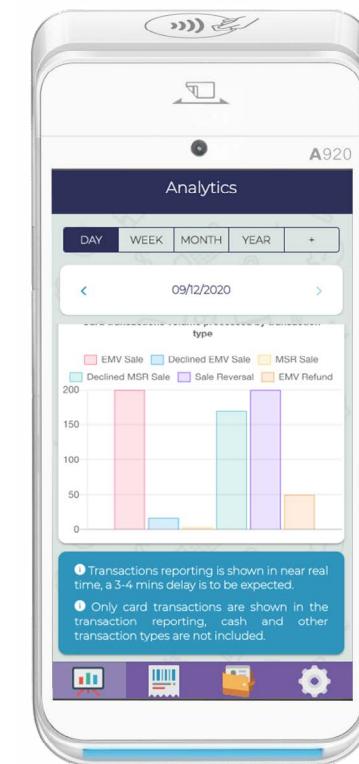


You will be redirected to the screen for the email and phone number of the recipient.

Step 07



The recipient will receive email with the information regarding the transaction.

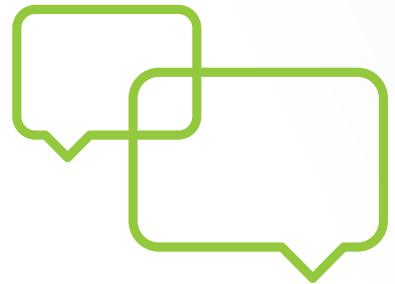


Within the application environment, you can quickly search for the total number of transactions per day, week, month, or for custom dates.

## 9. Troubleshoot and FAQ's

Questions	Answers
<b>Does my Handpoint PAX need to be connected to the same internet network as my computer or tablet?</b>	No. If your POS provider is integrated with a Handpoint PAX, you can securely connect your POS software to your Handpoint PAX terminal regardless of your terminal's internet connection.
<b>Do I need to have anything installed on my system to work with Handpoint PAX terminals?</b>	In theory no, however this is controlled by your POS software provider. Please contact us at 08001123344 for more details.
<b>I received my Handpoint PAX, but when I click on the icons, nothing happens or the app just spins. What should I do?</b>	Your terminal has not been connected to the WiFi, internet or SIM network. You will need to connect it via WiFi or SIM. If that doesn't solve the issue, please contact us at 08001123344.
<b>It seems like my Handpoint PAX can only operate when the cable is plugged in and my battery won't charge.</b>	Plastic tabs are probably covering the connection points of the battery. Below are the steps you need to take: <ol style="list-style-type: none"><li>1. At the back of the card reader, push the battery cover slide latch to the right to open.</li><li>2. Remove the battery case (lift from the bottom).</li><li>3. Lift out the battery (lift from the bottom).</li><li>4. Remove the battery protective strip from the battery connectors (this is important).</li><li>5. Re-insert the battery and casing, pushing back the cover slide latch to the left.</li></ol>
<b>Handpoint PAX says "Reader Not Assigned"</b>	The payment terminal has not been assigned to the merchant in the Handpoint TMS. Please contact us at 08001123344.
<b>Handpoint PAX says: "Server Not Available"</b>	Your internet network is unstable. Try to restart your router if you're connected to WiFi. If the problem persists or is limited to problems with your terminal and none of your other internet-connected devices, Please contact us at 08001123344.

<b>Where is my POS software/app on my Handpoint PAX?</b>	Open the PAX Store icon or the Handpoint App icon on your PAX A920 landing screen.
<b>Handpoint PAX says: Failed card reader authentication</b>	First, try to restart your POS application. If that doesn't work, go to the terminal settings (pwd is pax9876@@ or 9876) → Apps → Handpoint → Storage → CLEAR DATA. If the problem persists, please contact us at 08001123344.
<b>Handpoint PAX says: "Cloud connection unavailable"</b>	Please contact us at 08001123344.
<b>My POS software says: "No device listening"</b>	Turn on or reboot the PAX terminal and make sure it is correctly connected to the internet.
<b>My POS software says: "Configuration update failed"</b>	This is most likely due to unstable internet connection. Restart the app and your terminal to reset the connection. If this doesn't work, please contact us at 08001123344 for more details.
<b>The cloud connection image on my Handpoint PAX is ORANGE and says "Connected"</b>	The orange colour indicates that the internet connection is unstable. Restart the POS app to reset the connection. If you continue to see an orange cloud connection screen, contact your internet provider to check the connection. If the problem persists, please contact us at 08001123344.
<b>Can I do a partial refund ?</b>	Yes, you can perform a partial refund.
<b>Can I refund more than the original amount?</b>	No, you can refund only the amount of the original transaction or less.
<b>Can I refund to a different account/ card than the one made for the transaction?</b>	No, the refund can only be made to the original account/ card.
<b>Does the customer needs to be present in the store to receive a refund?</b>	Yes.
<b>Is the Refund option enabled by default on my terminal?</b>	No, the refund option is disabled by default. If you would like the option enabled, please contact cp@emerchantpay.com or call us at 08001123344.
<b>How can I receive my refund password for the terminal?</b>	If the refund option is enabled on your terminal, you will be asked to create a password upon the first login. If you need the password to be reset, call us at 08001123344.



More questions? We're here to help!

Contact us at **08001123344** or email us at [helpdesk@emerchantpay.com](mailto:helpdesk@emerchantpay.com).

[emerchantpay.com](http://emerchantpay.com)



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