Guide

Installation and Usage Android PAX A920 Pro epay POS

Transact Elektronische Zahlungssysteme GmbH.
Fraunhoferstr. 10 82152 Martinsried Deutschland

Contents

The epay wireless Android A920 Pro, operates with a connection either to a Wi-Fi network or a mobile data network.

For your convenience, it comes with a pre-installed SIM card inside. To function properly, you need to be in an area with sufficient signal coverage.*

*Signal strength depends on various factors, such as the distance between the base station and the device. Obstacles between the base station and the device, as well as multiple reflections due to obstructions along the propagation path, can significantly reduce its intensity. Additionally, whether the device is used indoors or outdoors also matters. The signal strength inside a building can decrease by up to 95% compared to the signal strength on the street

Package contents

1. A920 Pro terminal
2. Roll of paper
3. Charger
4. Cable USB to USB Type-C

Device connection and charging.

The epay POS terminal comes with a power cable that is used for charging the battery and serves as an alternative power source in case the battery malfunctions.

Connect the cable to the USB end provided in the package to the charger. Connect the cable to the USB Type-C port located on the left side of the POS.

Press and hold the power button, which is also situated on the left side of the POS, for a few seconds to power on/off the device.
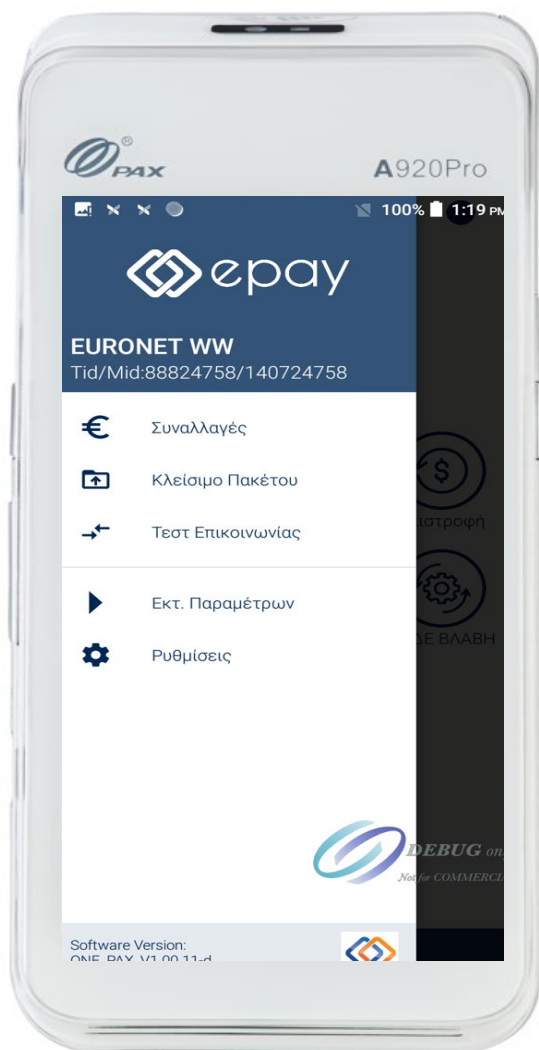

The epay POS terminal will start up, and the logo will be displayed on its screen:
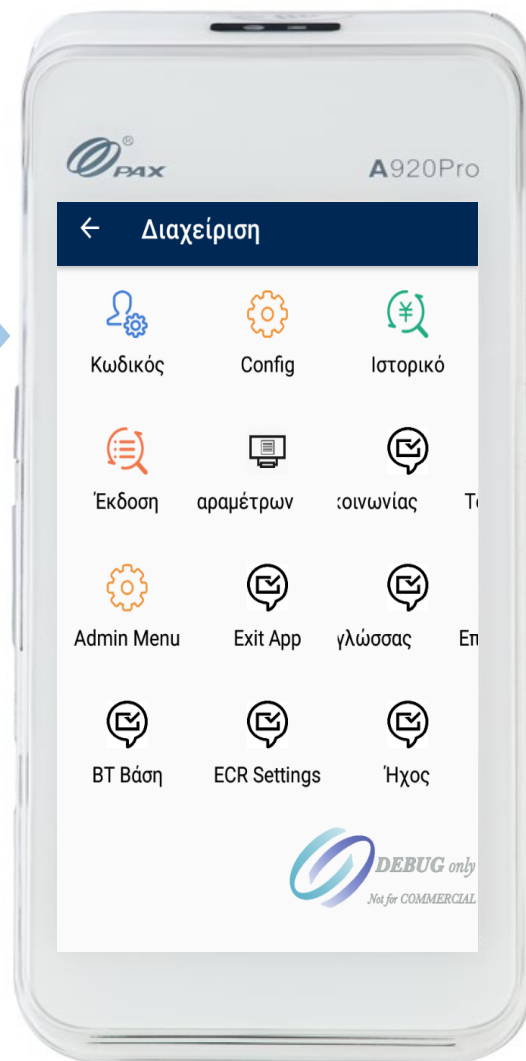
Step 1

Press the arrow located in the upper left corner of the screen (>).
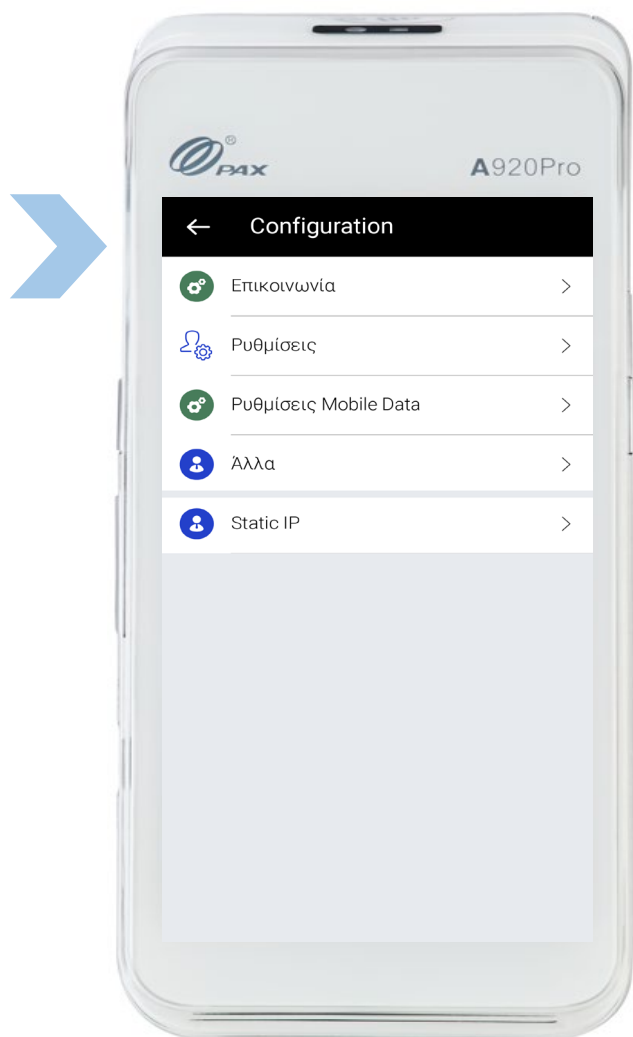**Select 'Settings.'** ⚙

Step 2
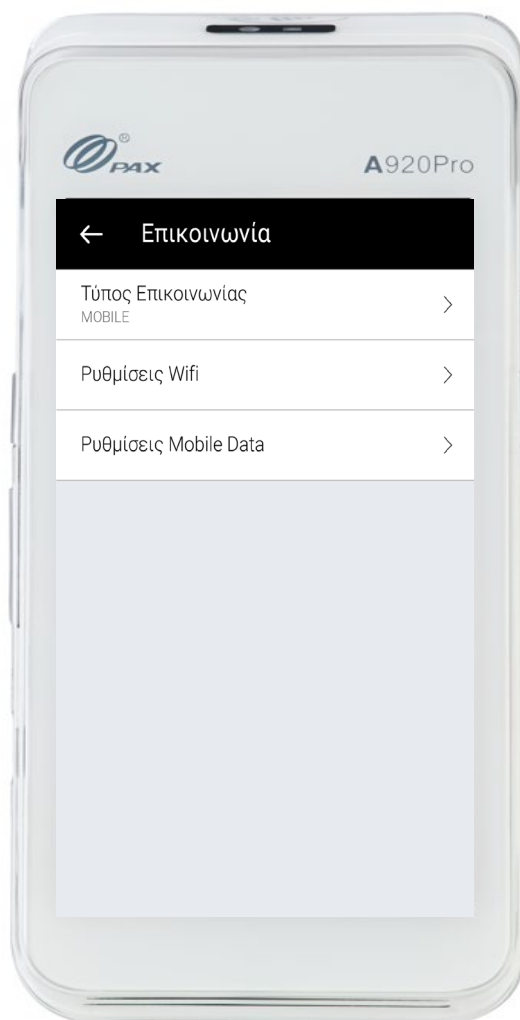
Select configuration ⚙
Enter merchant ID
(000000)

Step 3

Select 'Communication'

Configuration

Επικοινωνία	>
Ρυθμίσεις	>
Ρυθμίσεις Mobile Data	>
Άλλα	>
Static IP	>

Step 4

Select 'Settings WiFi'

Επικοινωνία

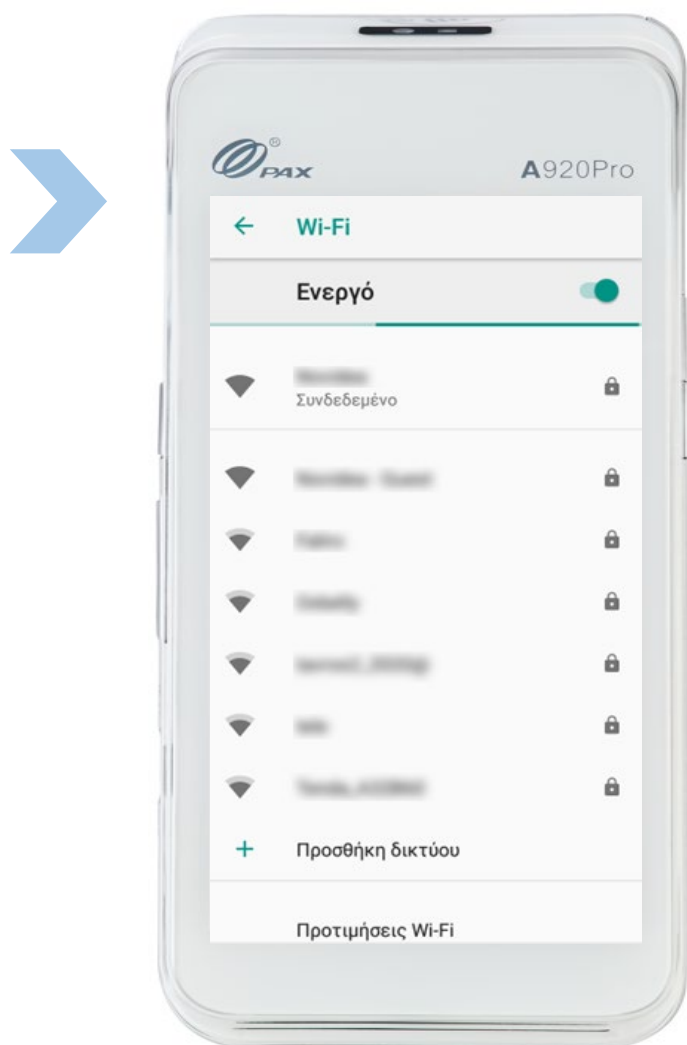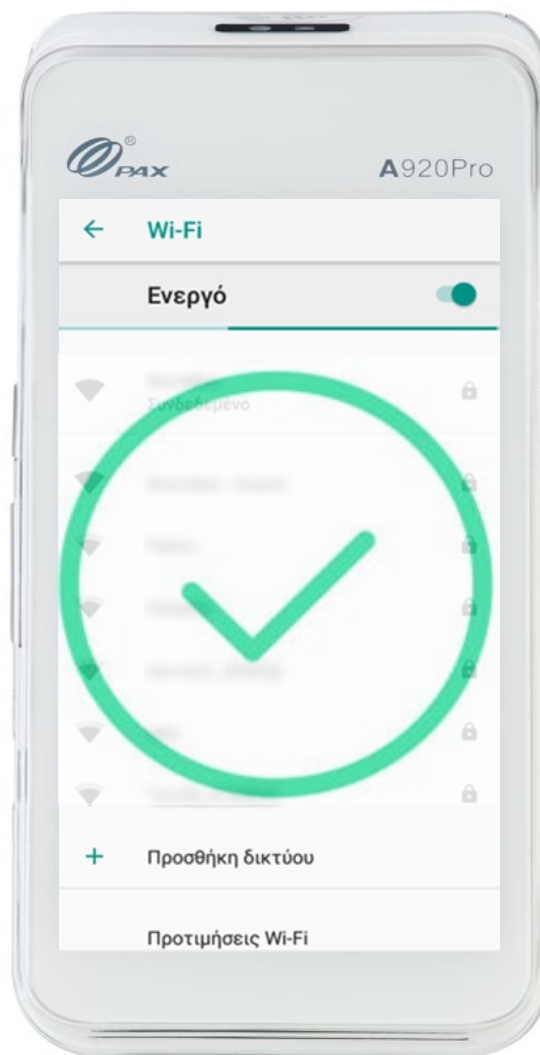|	
Τύπος Επικοινωνίας MOBILE	>
Ρυθμίσεις Wifi	>
Ρυθμίσεις Mobile Data	>

Step 5

Select your WiFi network from the list and enter the password to connect.

You have completed the connection to Wi-Fi.

The terminal comes with one roll of paper. When the roll nears its end, a red line appears on the paper, indicating that it needs replacement.

Caution: Please use only paper approved by the manufacturer (with a diameter of 40mm). The use of inappropriate paper may cause damage to the terminal's printer."

Step 1

Gently pull downwards to release the latch and open the door of the thermal printer.

Step 2

Place the new thermal roll, ensuring it is slightly unwound, into the designated slot.

Step 3

Close the door of the thermal printer by gently pressing it until it clicks into place, allowing a small amount of paper to protrude from the printer's opening.

Inserting SIM card

Step 1

Unlock the battery cover by sliding it from left to right, then lift the cover to open.

Step 2

Press lightly from the bottom of the battery and lift it upwards to remove the battery.

Step 3

Remove and reinsert the SIM card as shown in the image.

Connecting Brands ◇ Consumers

August 2023

Battery removal

Step 1

Unlock the battery cover by sliding it from left to right, then lift the cover.

Step 2

Press gently from the bottom of the battery upwards and lift to remove the battery.

Reinserting the battery

Follow the above process in reverse order.

Caution: Charge the battery for 6 hours before putting it into operation.

General

1
In any transaction that requires the use of a card, you should enter the transaction amount before inserting the card into the epay Android POS.

2
◈ By selecting the buttons 'Sale,' 'Other Transactions,' and 'Pre-Approval Menu,' you can view the supported transactions. After entering the transaction amount, all card readers of the epay POS terminal will be activated, and you can:

◈ Perform a contactless transaction
◈ Insert the card into the epay POS terminal for a chip & pin transaction
◈ Swipe the card through the magnetic card reader
◈ Enter the card number (if this function has been enabled by epay)

3
After completing the transaction, the epay POS terminal prints the transaction receipt in two copies. You give the customer the receipt with the epay logo as their copy, and you keep the second copy for your records.

Supported cards

All payment cards (debit, credit, prepaid) issued by any bank bearing the logos of VISA, Mastercard, Maestro, and UnionPay are accepted.

	Transaction with card chip	Contactless transaction	Transaction using the magnetic stripe of the card
Use	Insert the card into the smart CHIP card reader of the epay POS terminal.	The customer brings their card or smartphone close to the top of the epay POS terminal until the distinctive sound is heard, indicating that the transaction is complete.	Swipe the card through the magnetic card reader located on the side of the epay POS terminal
Transaction type	All	Payments	All
Enter PIN	Follow the instructions that appear on the screen of the epay POS terminal. The cardholder will enter the PIN number on the epay POS terminal.	**Amounts below 50€:** The cardholder is not required to enter their PIN on the epay POS terminal. **Amounts above 50€:** Entering the PIN is necessary for the transaction to be completed.	The cardholder's card may require the use of a PIN
Signature	If the option to enter a PIN does not appear on the epay POS terminal's screen, the terminal will print a receipt that requires the customer's signature to accept the transaction.	Signature is not required	The customer should always sign the receipt that is printed.

Only "Sale" is allowed through contactless reader

SALE

1. Select "Sale"
2. Enter the amount
3. Press ⏎
4. Present or tap the card/phone (contactless transaction)
5. Enter the number of installments (if supported)
6. Press ⏎
7. The customer enters their PIN (if required and selects ⏎
8. Approval
9. Print the receipt

Signature verification (contactless)

1. Signature Ok?" is displayed

2. Select ⏎ =YES or X =NO
   If no option is chosen, it is considered that the user has selected "YES"
   If the user selects "NO" the transaction will be canceled, and the message "NOT APPROVED. SIGNATURE NOT ACCEPTED" will be printed

3. Press ⏎ to verify the signature

Continue with steps 4, 5, and 6 of "SALE"

TIP

1. On the screen, the keyboard for entering the tip amount is displayed below the initial transaction amount

2. i. To enter a tip amount, enter the desired amount and press ⏎

   ii. For a transaction without a tip, press without entering an amount ⏎

Continue with steps 6, 7, 8, 9 of "SALE"

CANCELLATION

1. Select "Cancellation"
2. From the list of transactions displayed, select the one you wish to cancel
3. Press "CANCEL"
4. Swipe the card or tap the card/phone (for contactless transaction)
5. The customer enters their PIN (if required) and selects ⏎
6. Obtain approval
7. Print the receipt

Cancellation (void) of a contactless transaction can be done for a Mastercard or other non-VISA cards using an alternative input method (e.g., chip). However, cancellation (void) of a contactless VISA transaction cannot be performed. You will need to contact the Business Support at +30 210 3898 954 for assistance.

INSTALLMENTS

1. Select "Other Transactions"
2. Choose "Installments"
3. Enter the amount
4. Press
5. Enter the number of installments
6. Press
7. Swipe the card or tap the card/phone (for contactless transaction)
8. The customer enters their PIN (if required) and selects
9. Obtain approval
10. Print the receipt

Note:
During a chip transaction, do not remove the card before the transaction is completed. During a contactless transaction, do not remove the card/phone until the distinctive sound is heard.

PACKAGE DELIVERY

1. Press the arrow that appears in the upper left corner of the screen
2. Select "Close Package"
3. Print the receipt

ATTENTION: This specific procedure needs to be performed on a daily basis.

REPRINTING

1. Press the arrow that appears in the upper left corner of the screen
2. Select "Transactions"
3. From the list of transactions displayed, choose the transaction you wish to reprint
4. Press "REPRINT"
5. Print the receipt

REFERENCES

1. Press the arrow that appears in the upper left corner of the screen
2. Select "Transactions"
3. Press the three vertical dots that appear in the upper right corner of the screen
4. Choose:
   • Print Last Transaction
   • Detailed Print
   • Summary Print
   • Print Last Closure
5. Print the Receipt

COMMUNICATION TEST

1. Press the arrow that appears in the upper left corner of the screen
2. Select "Communication Test"
3. Obtain approval

Transact Elektronische Zahlungssysteme GmbH. Fraunhoferstr. 10 82152 Martinsried Deutschland

Business customer service & technical support call center for card acceptance matters, available 24/7

+34 900 533 497