Your A920 installation and user guide.

We make it easy.

takepayments
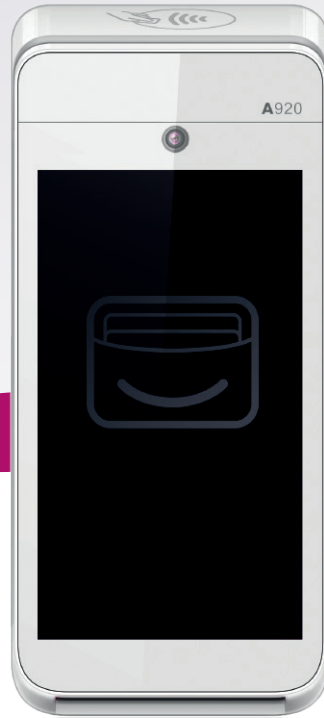
we make it easy

Contents.

Welcome.

Thank you for choosing your A920 terminal, designed to process transactions as quickly as possible utilising a WiFi or cellular connection. This user guide is designed to provide users of the A920 with everything needed to set-up, register and process transactions.

multipay features:

• Touch screen for an exceptional user experience PIN on Glass – no physical pin pad.

• Designed for both indoor and outdoor uses.

• Providing full spectrum wireless connectivity (4G, Bluetooth and WiFi).

• PCI DSS compliant for safe and secure card payments.

• Wide variety of options – Chip and PIN, Apple Pay, Android Pay, swipe and contactless payments.

• Serve more customers, faster with faster printing than all other takepayments card machines.

• Ergonomic to hold, light and simple to use with an all new friendly user interface.

• Online reporting system as standard – log in to view your transaction data or schedule email reports.
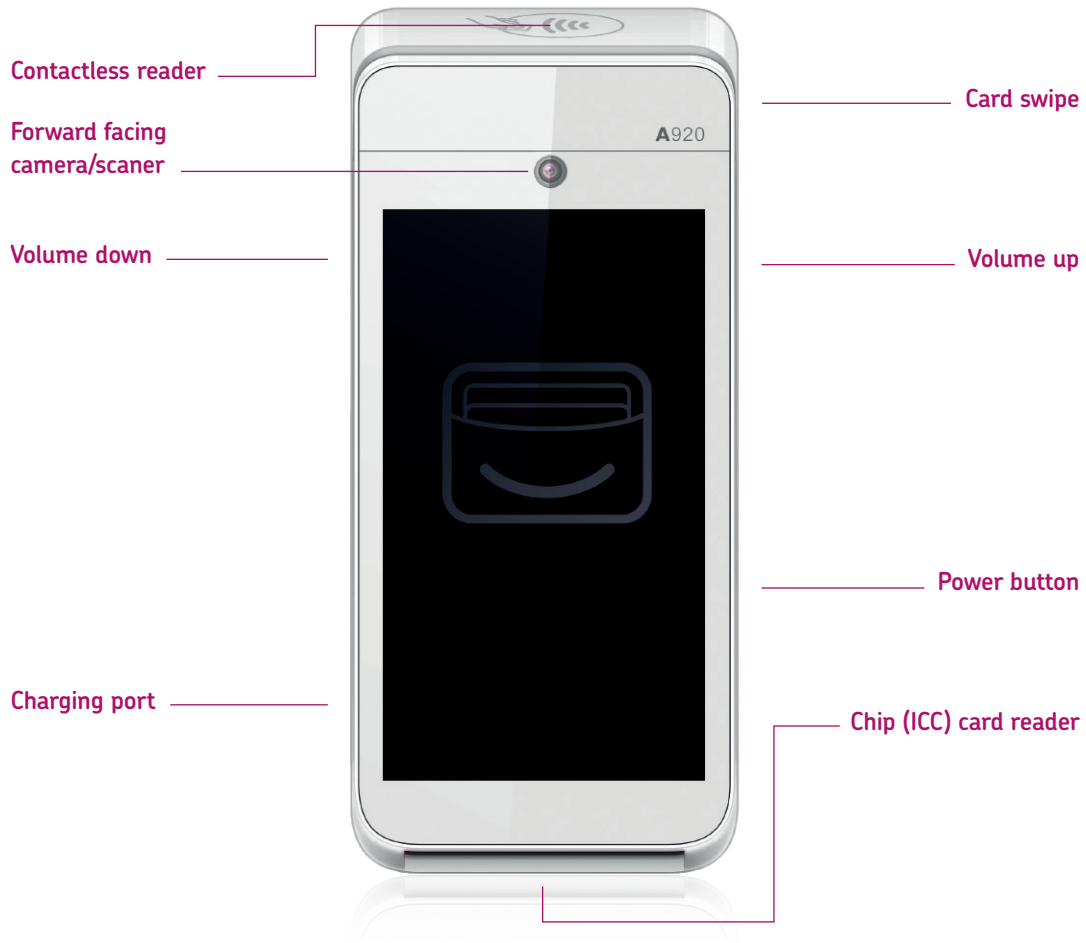
• Ability to breakdown transactions at employee level.

• Multi Pay arrives preconfigured for up to six employees.

• Plug and play – we like to make it easy.

Should you have any queries on anything in this guide, please do not hesitate to contact us, our details are on the back cover of this guide.
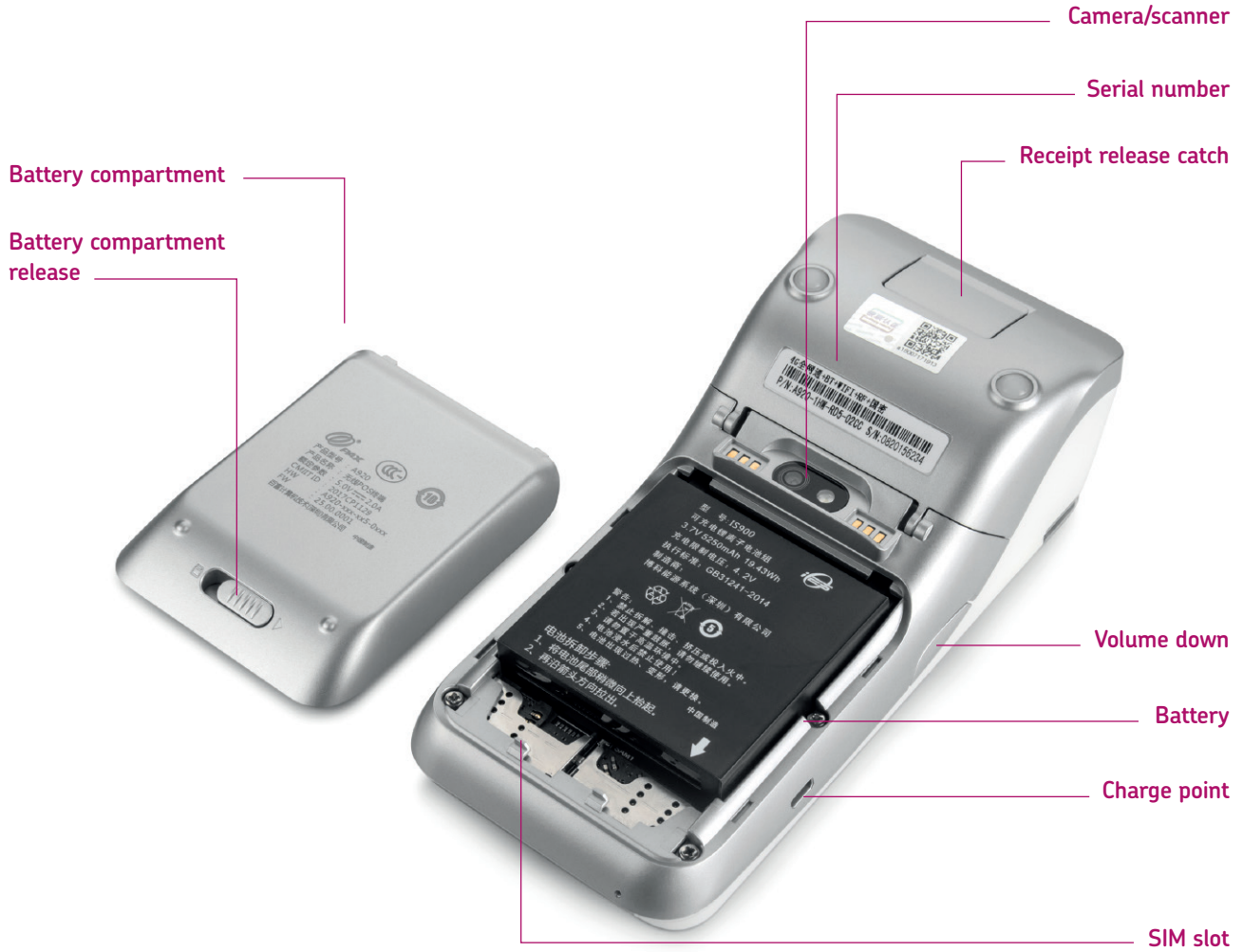
Step 1.

Terminal overview.

Here is a quick overview of the A920 terminal's external features.

Contactless reader

Forward facing camera/scaner

Volume down

Charging port

Card swipe

Volume up

Power button

Chip (ICC) card reader

A920

Step 1.

A920

Battery compartment

Battery compartment
release

Camera/scanner

Serial number

Receipt release catch

Volume down

Battery

Charge point

SIM slot

Step 2.

A920

Icon overview.

Below is a quick overview of the A920 terminal's
icon symbols

Battery fully charged

Battery charging

Battery issue – contact support

WiFi connection present (example shows 75% signal strength)

Cellular connection present (example shows 75% signal strength)

Cellular connection present (no Internet connection available)

No cellular connection present

Contactless reader

Insert card

Card inserted

Number of stored transactions

Terminal connected to PC

Step 3.

Installing receipt roll.

Installing the receipt roll in the terminal is a simple process. Firstly, open the terminal's receipt compartment by carefully lifting the release catch.

Once open, place the receipt roll provided into the open compartment with the receipt paper extending from underneath the roll leaving at least 1cm exposed and close the cover.
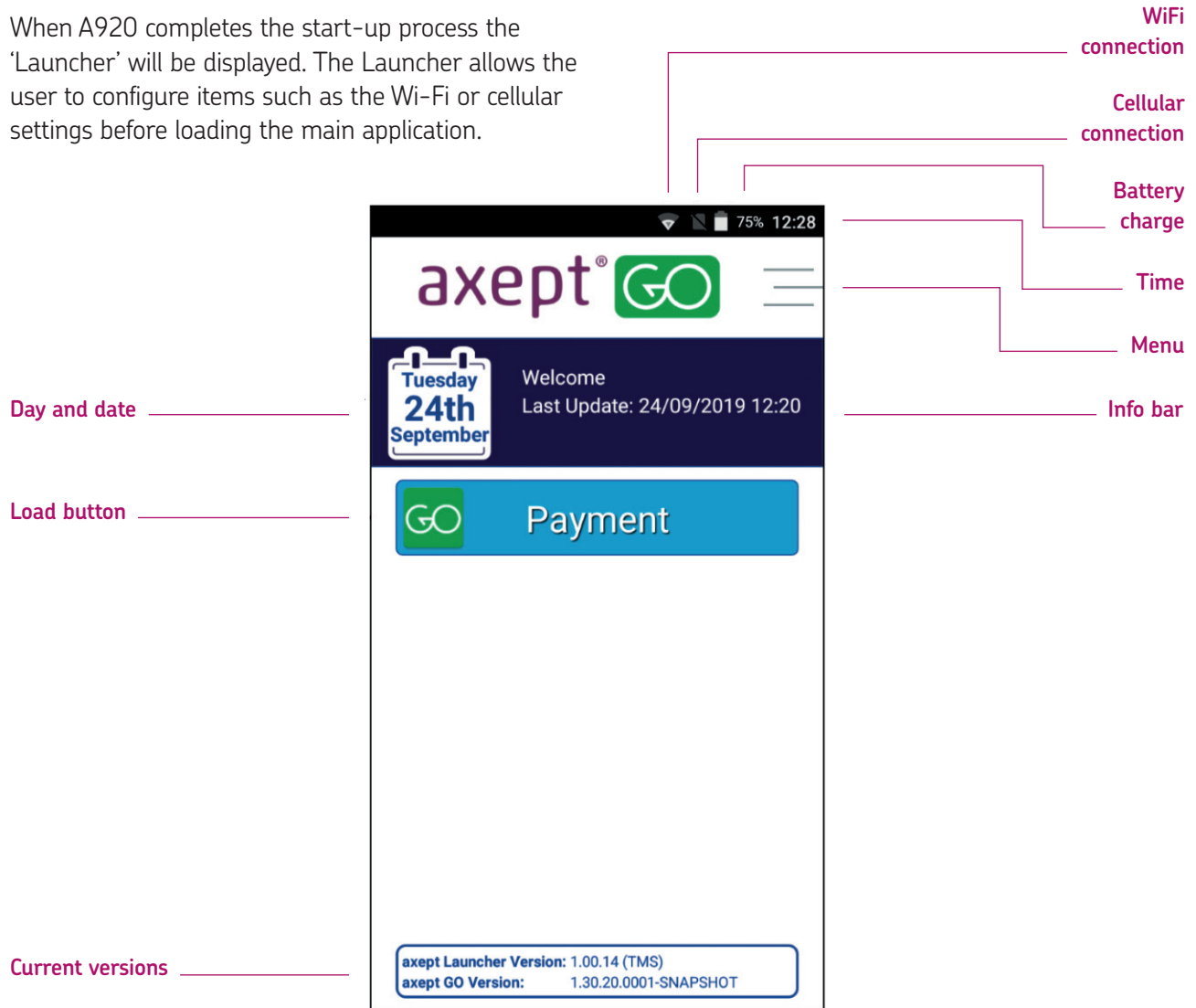
The receipt roll is then loaded and ready for printing.

Step 4.

A920 Launcher.

When A920 completes the start-up process the 'Launcher' will be displayed. The Launcher allows the user to configure items such as the Wi-Fi or cellular settings before loading the main application.

WiFi connection

Cellular connection

Battery charge

Time

Menu

Info bar

Day and date

Load button

Current versions

axept® GO

🔋 75% 12:28

Tuesday 24th September

Welcome
Last Update: 24/09/2019 12:20

GO Payment

axept Launcher Version: 1.00.14 (TMS)
**axept GO Version:** 1.30.20.0001-SNAPSHOT

Step 5.

Completing set up.

The following steps are required to complete the setup of your A920 terminal. The A920 supports connections via WiFi and/or cellular (via a SIM).

If your terminal is utilising a cellular connection, please refer to the below instructions. If not, then please continue to page 13 – 'Using WiFi'.

Using cellular connection (SIM)

The SIM setup process is made up of two main stages – the first the configuration of the Access Point Name(s) (APN) used by the SIM and the second optional step is to manually choose the cellular network the SIM should initially connect to.

1. Access Point Name (APN) set up

The SIM requires the APN information in order to establish a connection with the cellular network and in turn provide the internet connectivity.

1
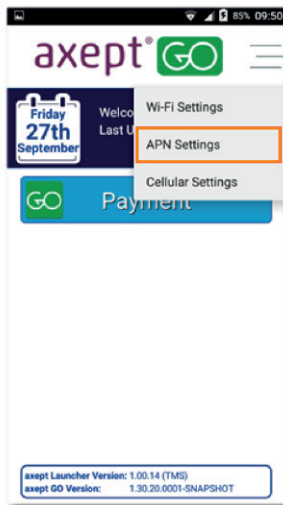
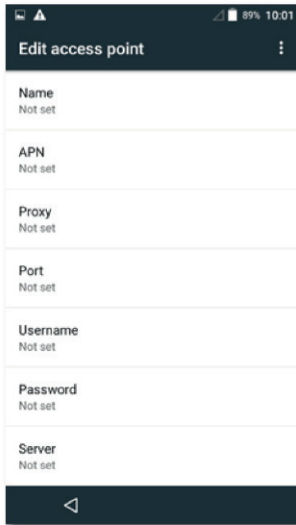Select the menu icon on the main A920 Launcher screen and choose **APN Settings**.
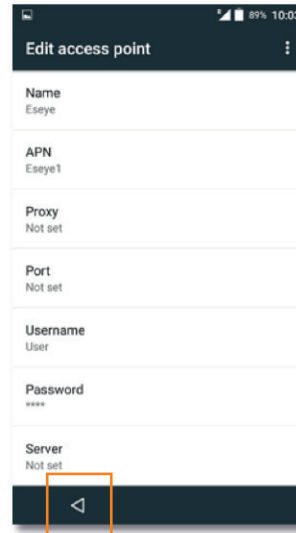
2

The APN menu is then displayed.

To add a new APN, click the button at the top of the screen.

Step 5.

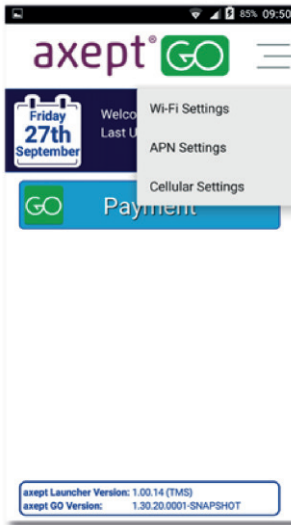**Access Point Name (APN) set up (continued)**

3

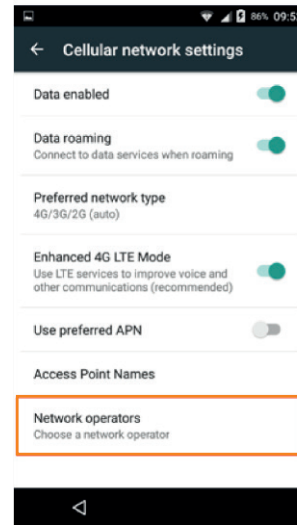Set the configuration items as per the advice from your SIM provider.

4

Once all details have been added click the button to return to the A920 Launcher.

Step 5. A920
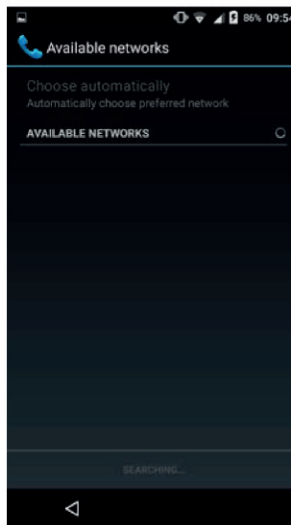
2. Selecting the cellular network

1

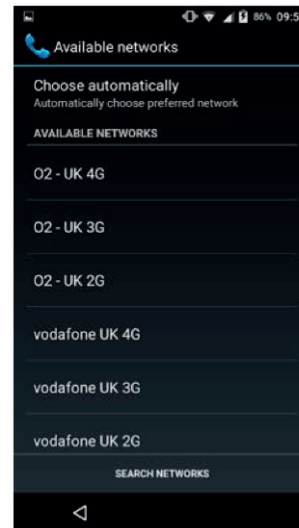Select the menu icon on the main A920 Launcher screen and choose **Cellular Settings**.

2

The **Cellular Network Settings** menu will then load. Now select **Network Operators**.
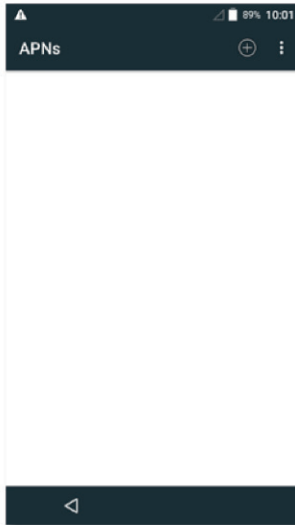

3

The terminal will then scan for available networks, this process can take a few minutes.

4

Once complete the terminal will display the available networks.
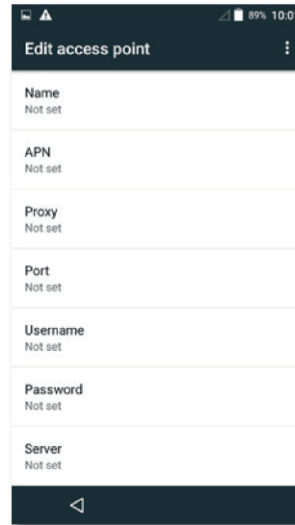
Select the network that you wish to connect to.

Step 5.

A920

Selecting the cellular network (continued)

5

The connection will be attempted. If successful the **Cellular Network Settings** menu will be displayed and the connection shown in the header.

If the connection is unsuccessful, please try again or choose another network/band.


6

Once connected, press the left arrow at the bottom of the screen to return to the A920 Launcher.

Step 5. A920

Using WiFi

Your A920 supports connections to both 2.4Ghz and 5Ghz Wi-Fi networks and can be programmed with multiple network configurations for devices that are used in more than one location.
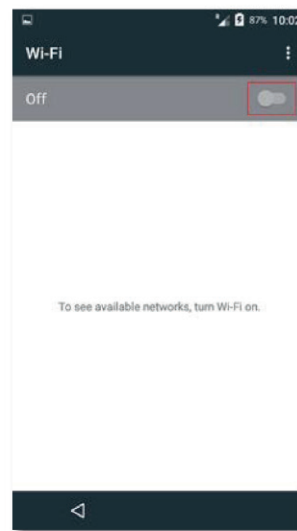
The A920 will always treats WiFi as the primary connection type where present, with the cellular connection used as backup.

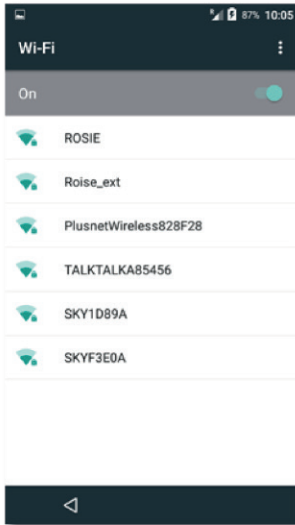To configure the WiFi connection, follow these steps:

1
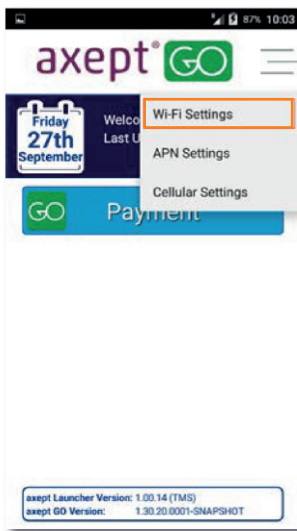
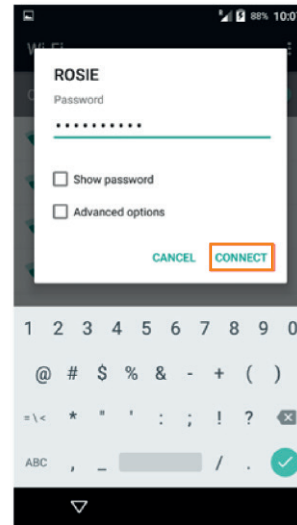Select the menu icon on the main A920 Launcher screen and choose **WiFi Settings**.

2

By default, the WiFi module will be disabled as shown by the **Off** message in the header bar. To enable WiFi, press the slider on the right-hand side of the screen.

Step 5. A920

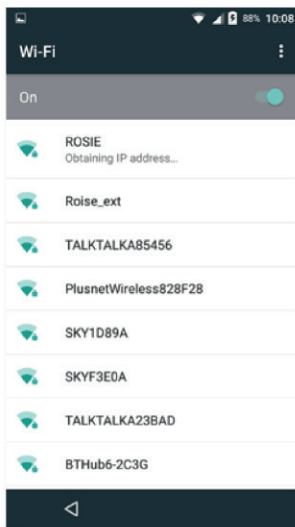**Using Wifi (continued)**

3

The terminal will scan for available networks and after a moment a list will be displayed.
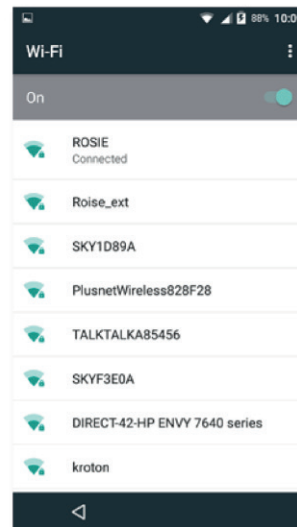

4

Choose the network required and enter the password when prompted.

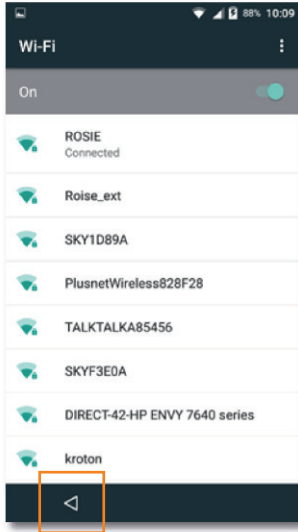When complete press **Connect**.

5

The connection process will then start.

6

After a moment, the terminal will be complete the connection using DHCP and return to the **Wi-Fi** menu showing a status of **Connected** against the chosen network.
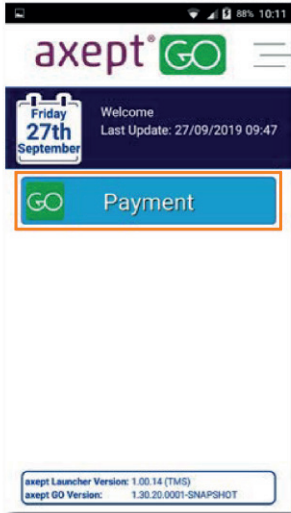
Using Wifi (continued)

7

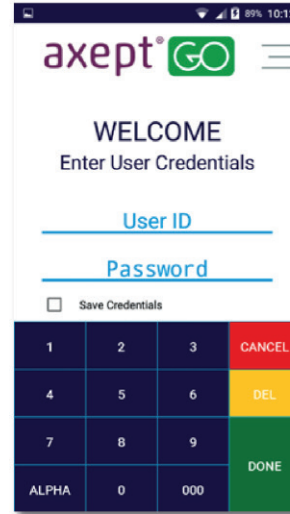Press the left arrow at the bottom of the screen to return to the A920 Launcher.

The A920 also allows the use of static IP details, if this is required please refer to the full The A920 User Guide for more information.

Step 6. A920

Logging on.

1

Press the **Go** button to load the application.

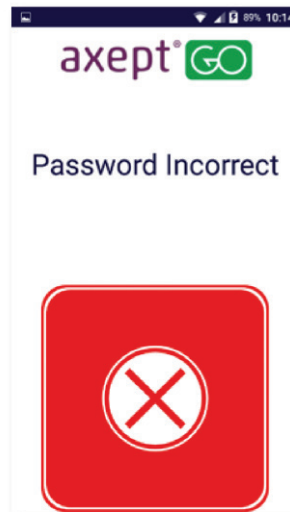
2

The login screen will be displayed.

Enter the **User ID** and **Password** supplied via email.

Select **Save Credentials** to store login details and the A920 will use them automatically in future.

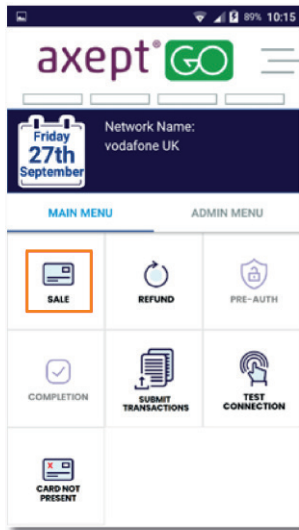
3

After a moment, the main A920 screen will be displayed.

4

If the details entered during the login are incorrect, the A920 will confirm using the screen shown here before returning to the login screen to retry.
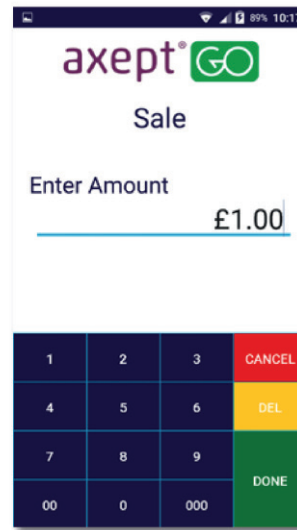
Step 7. A920

## Processing transactions.

Chip and PIN sale

1

Press the **Sale** button to start the transaction. Alternatively, a transaction can be initiated by the insertion of a payment card into the Chip (ICC) card reader at the base of the terminal.

2

Enter the amount of the sale using the onscreen keypad. The A920 automatically adds the decimal point for you. Press the **Done** button to continue.
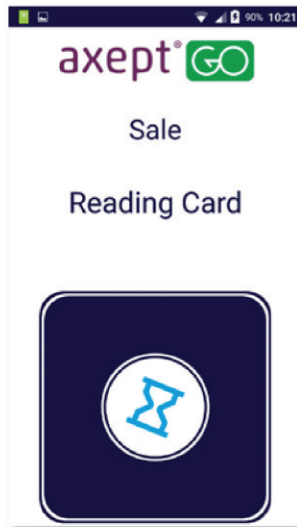
Step 7.

Chip and PIN sale (continued)
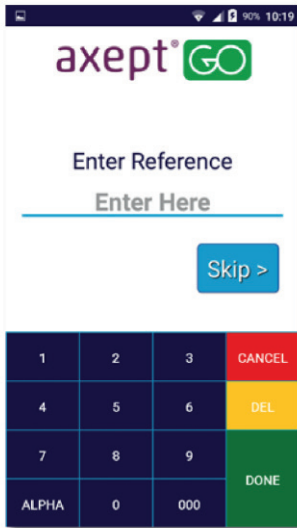
3

If configured to do so, the A920 will prompt for the optional provision of a reference for the transaction.

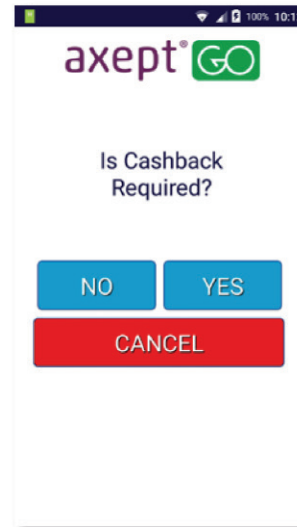If a reference is not required press the **Skip** button.

4

If the cardholder's card has previously been inserted, skip to step 05.

Otherwise the A920 will prompt for the card to be presented.

5

Once the card is inserted the A920 will read the card.

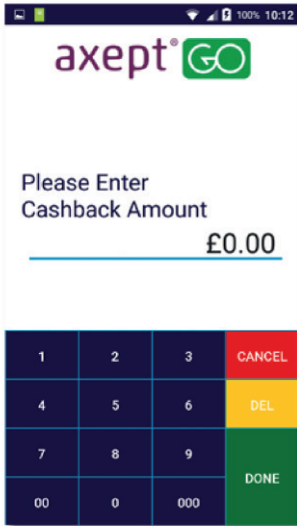Please wait and do not remove the card whilst this is in progress.

6

If the cashback feature has been enabled and a supporting debit card is presented, the A920 will prompt for cashback.

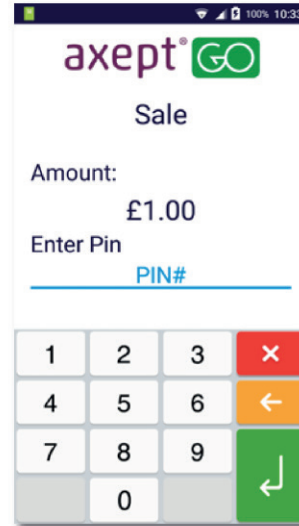If yes, press the **YES** button. If no press the **NO** button and skip to step 08.

Step 7. A920

Chip and PIN sale (continued)

7

If **YES** was pressed, enter the amount of cashback required.
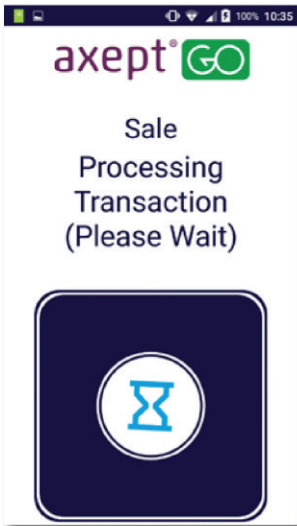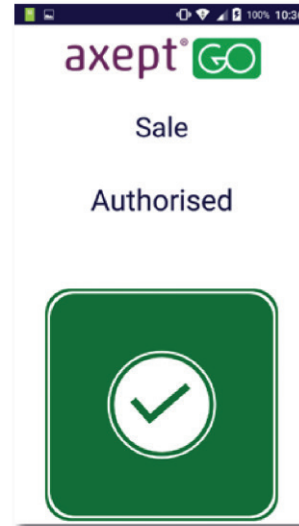
Press the **Done** button to continue.

9

On the **Enter PIN** screen pass the terminal to the cardholder and ask them to enter their PIN.

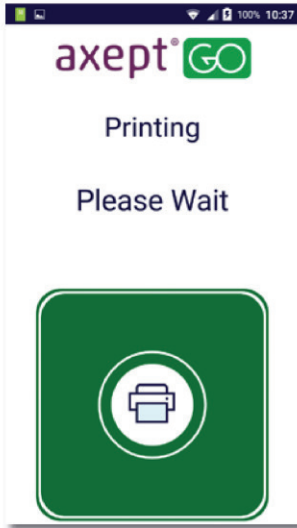Once the PIN has been entered the **Back Arrow** button needs to be pressed.

8

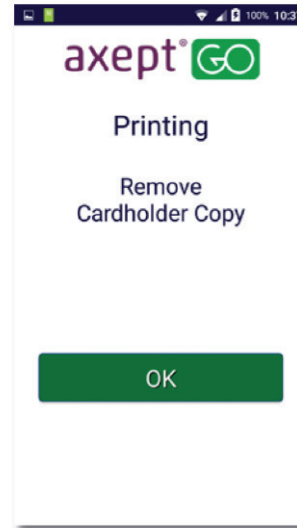The A920 will then begin processing the transaction.

10

The A920 will confirm the result of the transaction.

Step 7.

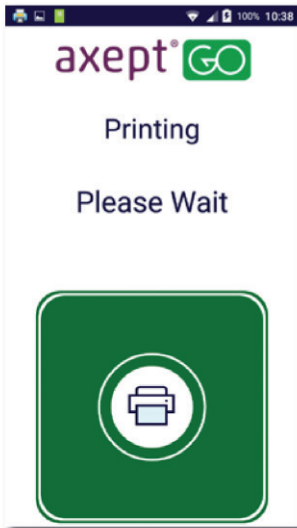**Chip and PIN sale (continued)**

11 The A920 will then print the cardholder copy of the receipt.
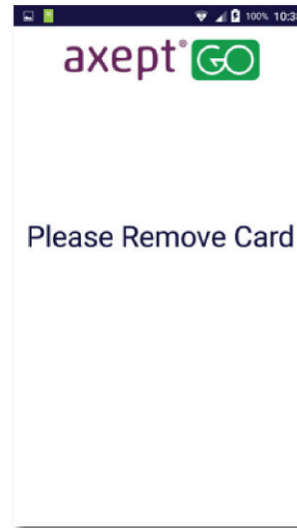

12 The A920 then prompts the merchant to remove the cardholder copy of the receipt.
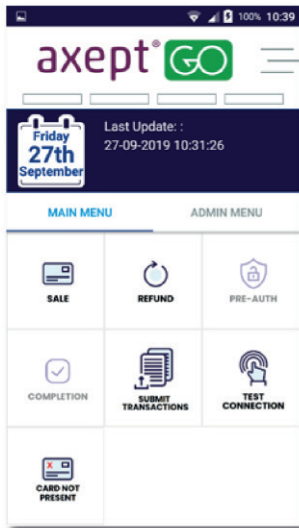Press **OK** to continue.

13 The A920 then prints the merchant copy.

14 The A920 then asks for the card to be removed.
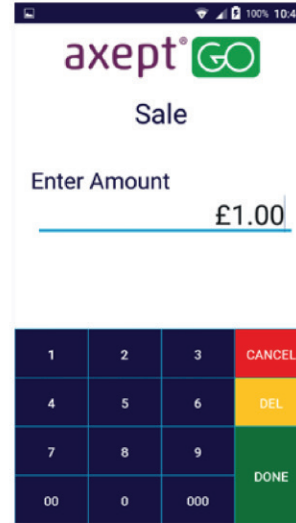
Step 7.

Chip and PIN sale (continued)

15

The A920 then returns to the main menu, ready for the next transaction.

Step 7.

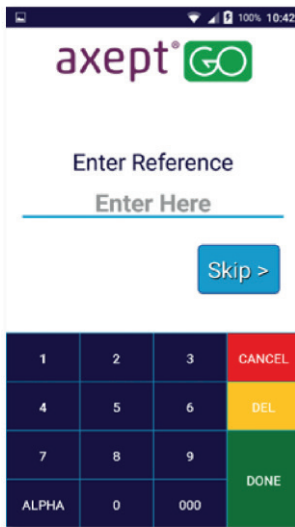A920

Contactless sale

1

Press the **Sale** button to start the transaction.

2

Enter the amount of the sale using the onscreen keypad. axept® GO automatically adds the decimal point for you.

Press the **Done** button to continue.

3

If required and configured to be prompted, enter the reference for the transaction.
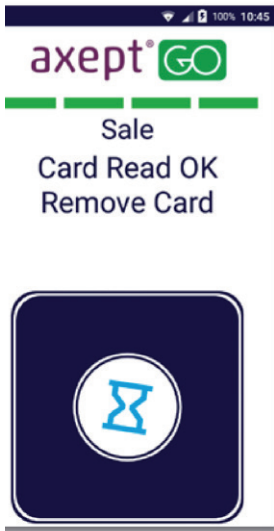
If a reference is not required press the **Skip** button.
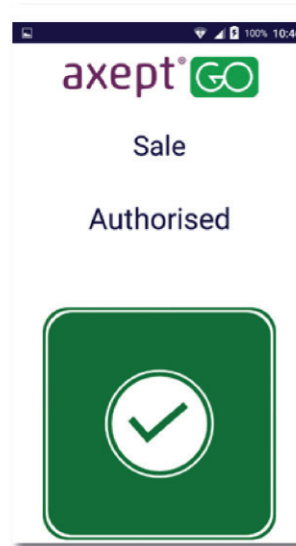

4

The A920 will prompt for the card to be presented.

Present the card to the contactless reader on the top of the terminal.

22

Step 7. A920
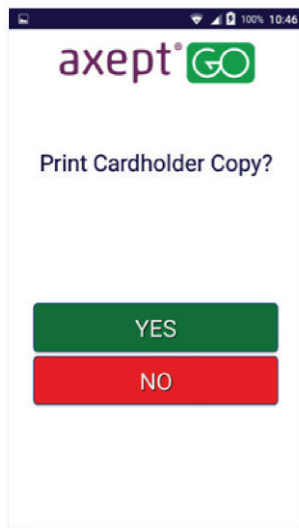
Contactless sale (continued)

5 The A920 then begins processing the transaction.

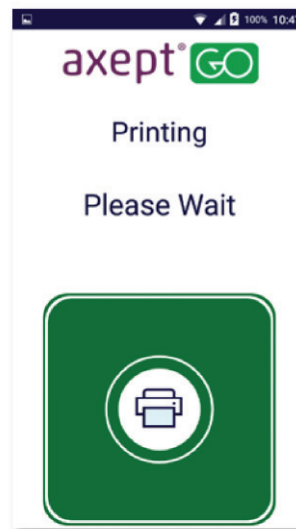**6** The A920 will then confirm the result of the transaction.

7 The A920 then prompts the merchant to confirm whether a cardholder receipt is required.

If one is needed, press **YES**.

If not needed, press **No**.

8 The merchant copy of the receipt is then printed.

Contactless sale (continued)

9

The A920 returns to the main menu, ready for the next transaction.

We're here to help make things easy.

For any installation questions, give our team a call on:

01606 566 600

Monday-Friday, 9am-5pm

takepayments.com

takepayments
we make it easy

Previously Payzone UK Limited