Your A920 Pro
installation and user guide.

takepayments

we make it easy

Contents.

Welcome.

Thank you for choosing your A920 Pro 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 Pro with everything needed to set up, register and process transactions.

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.

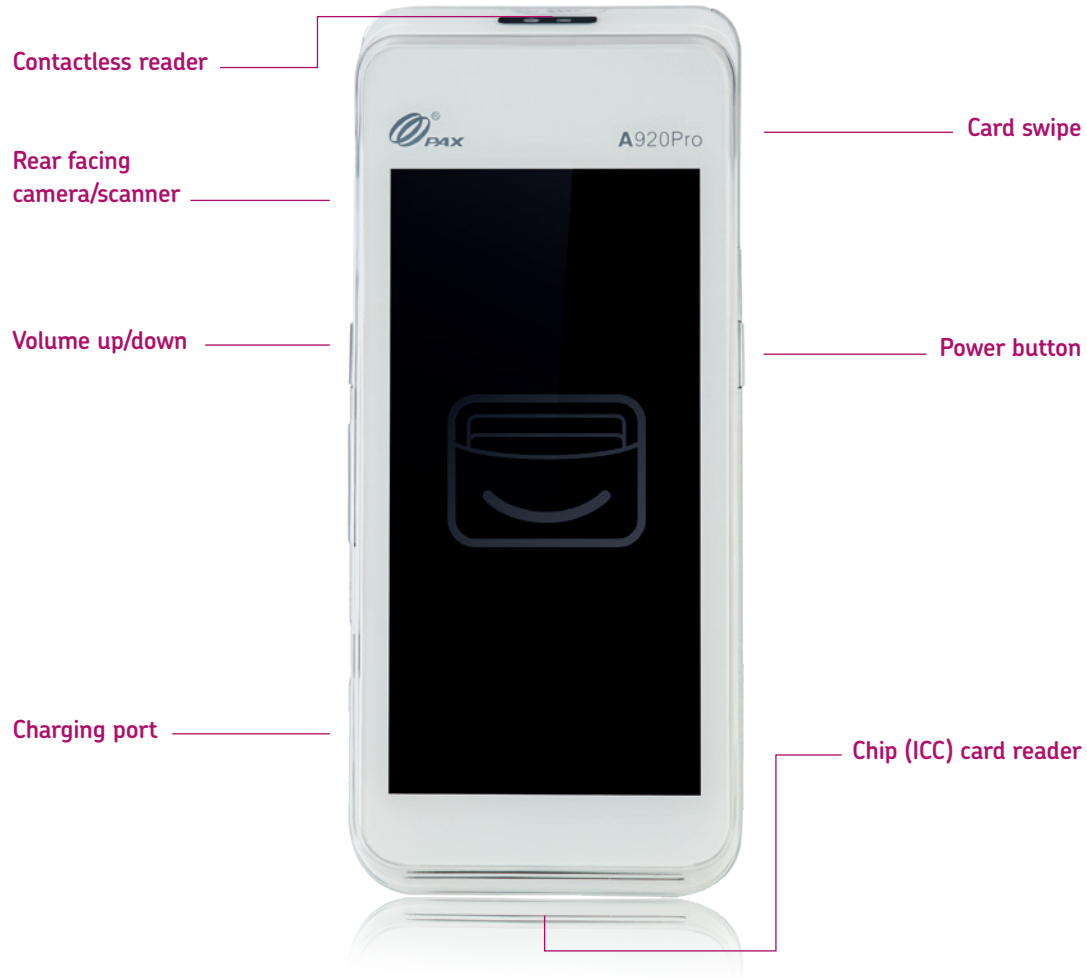- Online reporting system as standard – log in to view your transaction data or schedule email reports.

- Ability to breakdown transactions at employee level.

- 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.
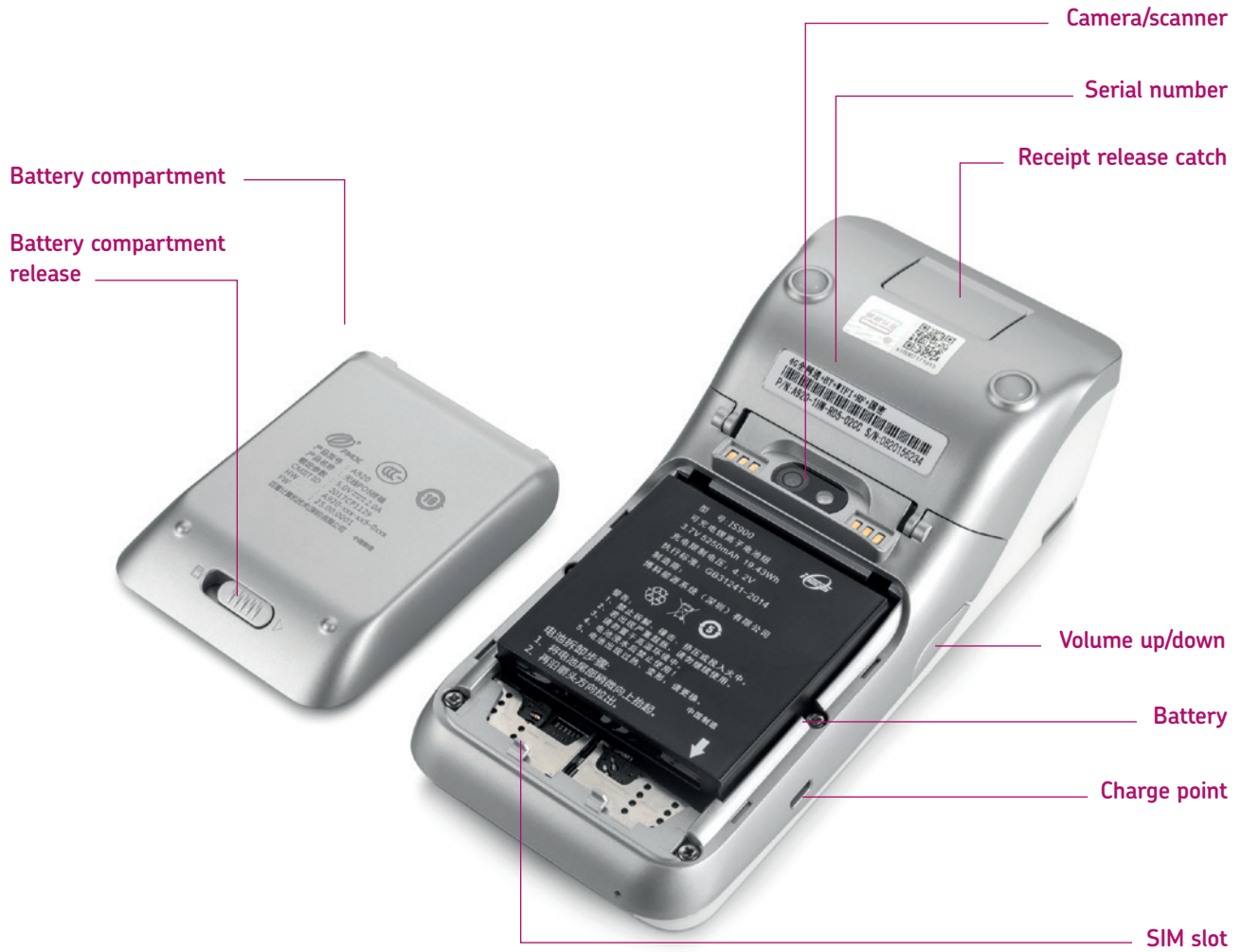
Terminal overview.

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

Contactless reader

Card swipe

Rear facing camera/scanner

Volume up/down

Power button

Charging port

Chip (ICC) card reader

Step 1. A920 Pro

Camera/scanner

Serial number

Receipt release catch

Battery compartment

Battery compartment release

Volume up/down

Battery

Charge point

SIM slot

Step 2.

Icon overview.

Below is a quick overview of the A920 Pro
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.

A920 Pro

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.
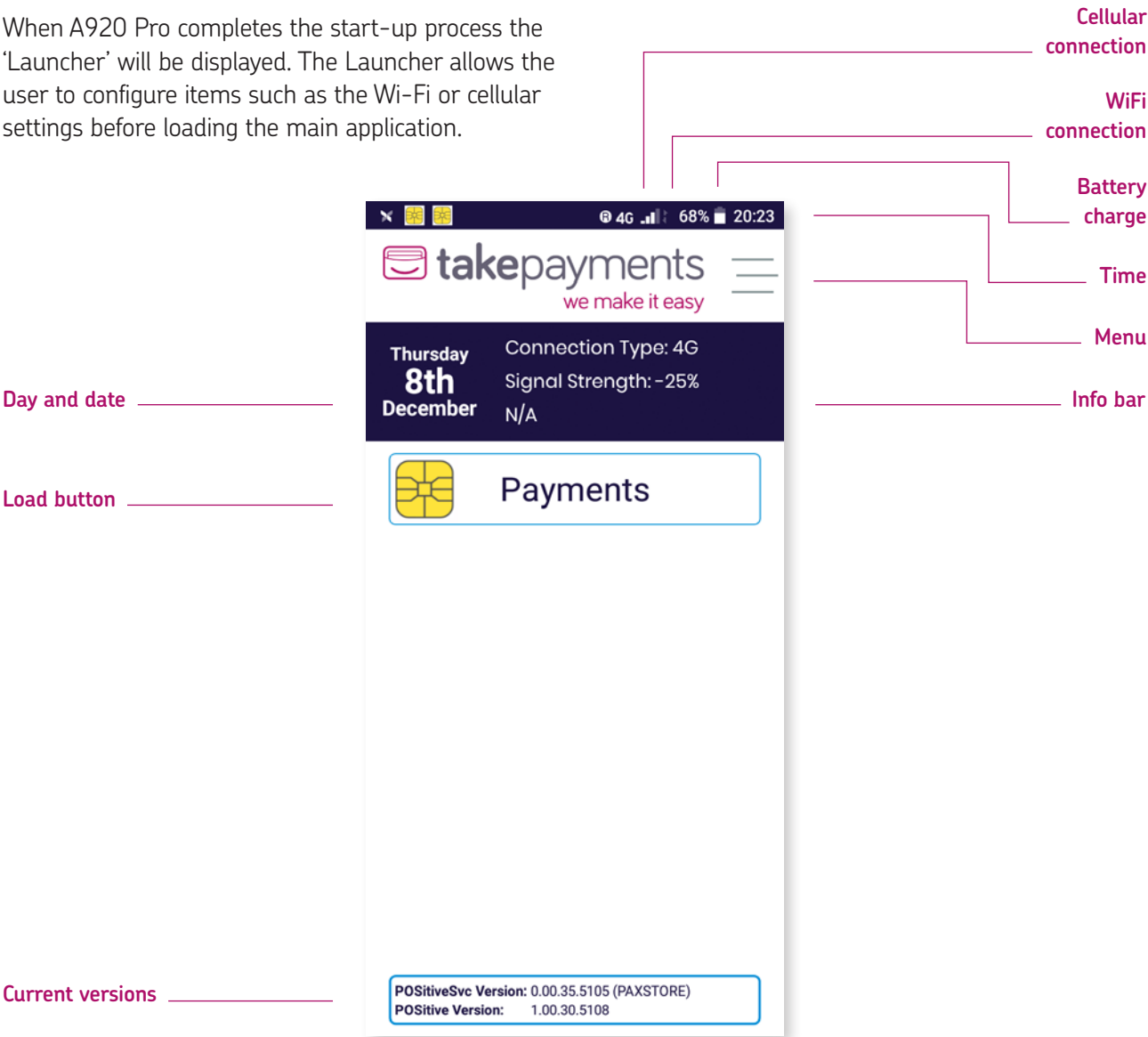
The receipt roll is then loaded and ready for printing.

A920 Pro Launcher.

When A920 Pro 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.

Cellular connection

WiFi connection

Battery charge

Time

Menu

Info bar

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Thursday
8th
December

Connection Type: 4G
Signal Strength: -25%
N/A

Payments

Day and date

Load button

POSitiveSvc Version: 0.00.35.5105 (PAXSTORE)
POSitive Version: 1.00.30.5108

Current versions

Step 5.

Getting connected.

The following steps are required to get your A920 Pro terminal connected and ready to use. The A920 Pro supports connections via WiFi and/or cellular (via a SIM). If you want to use your terminal with a cellular (mobile) connection, please refer to the below instructions. If not then please continue to page 13 "Using Wifi".

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.

If you have opted for a 4G ready A920 device, it should be preconfigured ready out of the box. If you need to configure your terminal for cellular connection, please follow these steps.

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
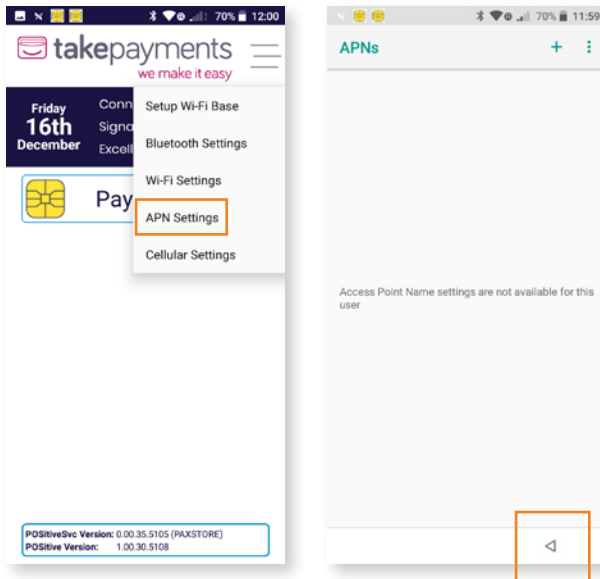
Select the menu icon on the main A920 Pro Launcher screen and choose **APN Settings**. Next, tap the **+** symbol to add an APN setting.

Step 5. A920 Pro

Access Point Name (APN) set up (continued)
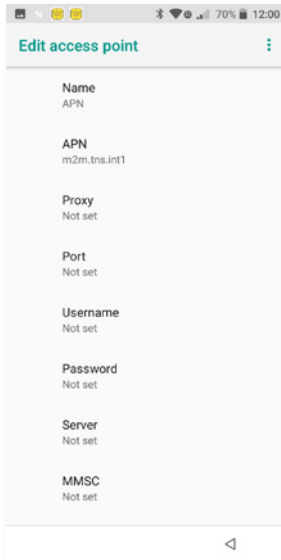
2

Enter the below details to configure the APN.

1. Name: APN
2. APN: m2m.tns.int1

(All other options can be left blank or as the default value)
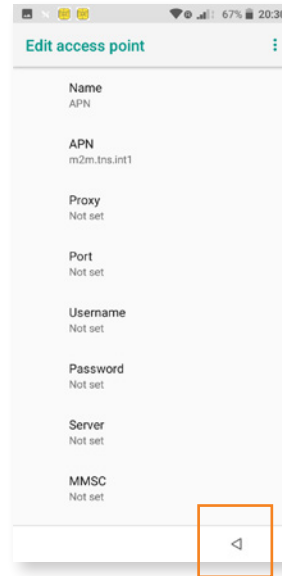
3

Once all details have been added, click the **Back Button** to return to the APN settings screen.
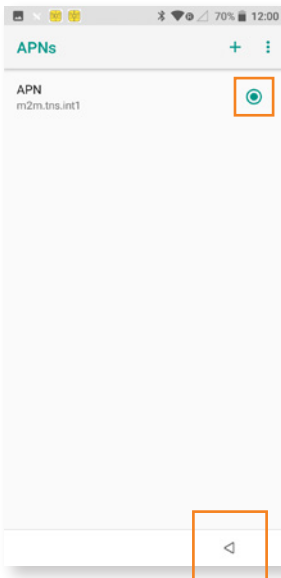
4

Make sure that the APN you have added has been selected and then press the back error to exit the APN settings.

2. If you wish to select the mobile network you want your A920 Pro to connect to, for example if you are in an area with poor mobile signals, please follow this step. Otherwise skip to the next step.

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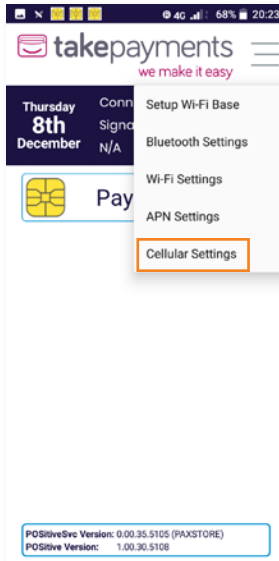
Select the menu icon on the main A920 Pro Launcher screen and choose **Cellular Settings**.
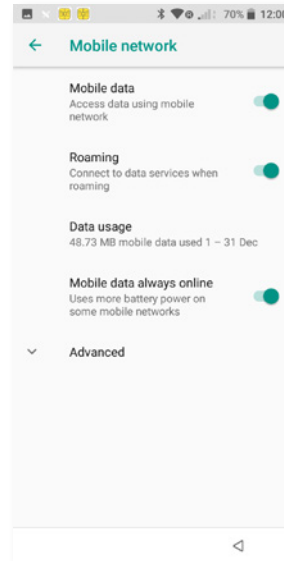
2

The Cellular Network Settings menu will then load. Now select **Advanced** and then tap Automatically select **Network**.

3
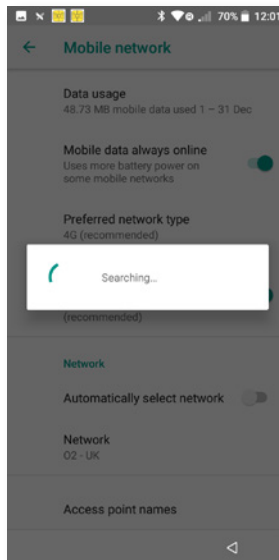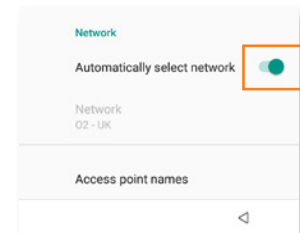
The terminal will then scan for available networks, this process can take a few minutes.
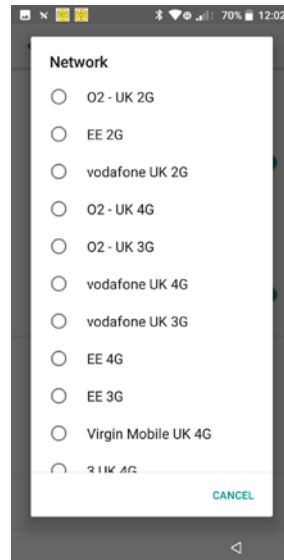
4

Once complete the terminal will display the available networks.

Select the network that you wish to connect to.

Step 5.

Using WiFi

Your A920 Pro 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 Pro 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
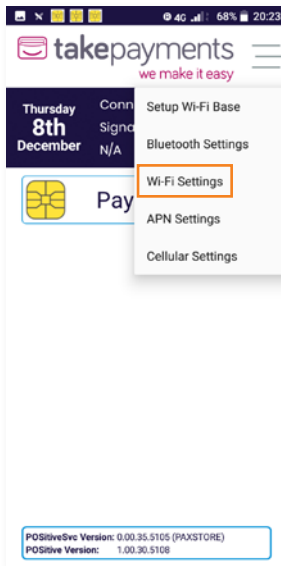
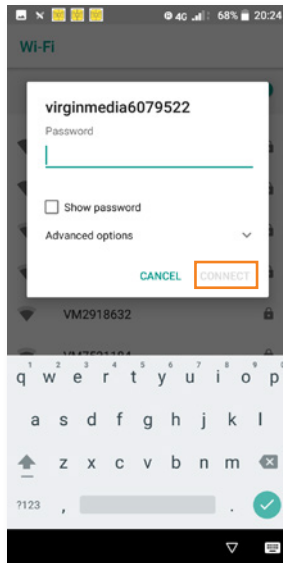Select the menu icon on the main A920 Pro Launcher screen and choose **WiFi Settings**.
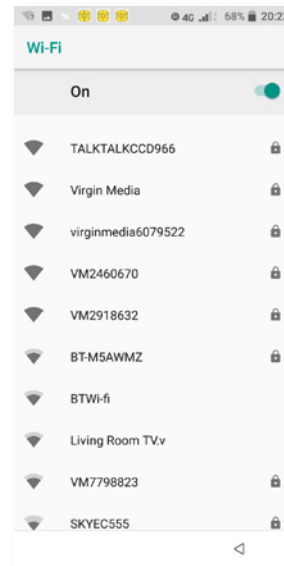
2

If the Wifi switch is **Off** tap **The Switch** to enable Wifi. The terminal will then scan for available networks.

Step 5.

A920 Pro

Using Wifi (continued)

3

Choose the network required and enter the password when prompted.

When complete press **Connect**.
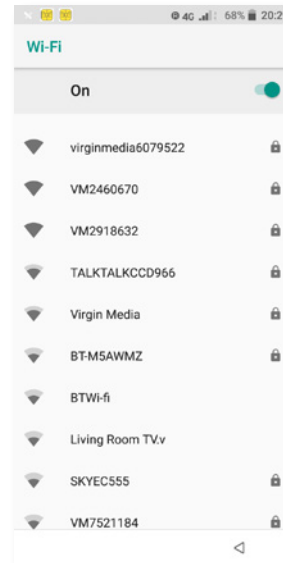
4

The connection process will then start.
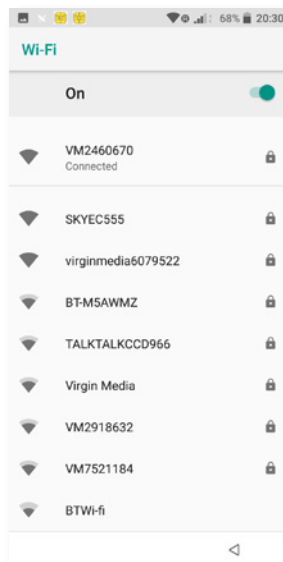
5

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.
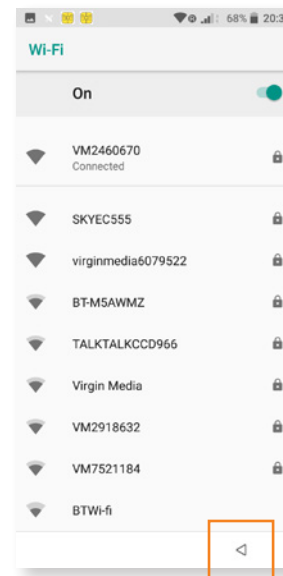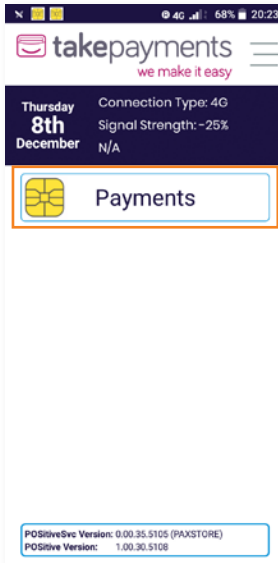

6

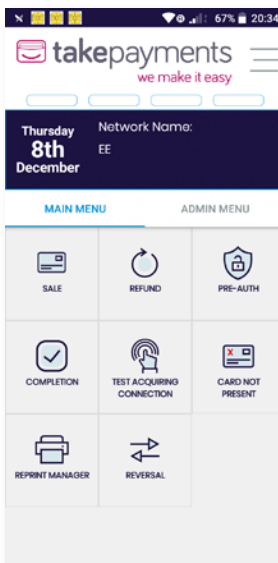Press the left arrow at the bottom of the screen to return to the **A920 Pro Launcher**.

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

Step 6.

A920 Pro

Logging on.

1

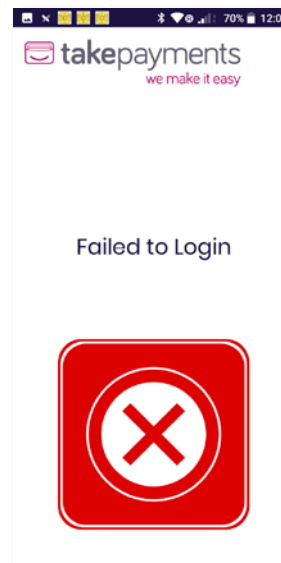Press the **Payments** button to load the application.

2

The login screen will be displayed.

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

Select **Save Credentials** if you want to store the login details to be used automatically in the future.

3

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

4

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

Step 7.

Processing transactions.

Chip and PIN sale

1
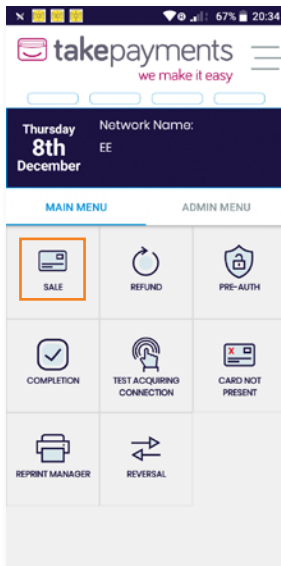
Press the **Sale** button to start the transaction. Alternatively, a transaction can be initiated by the insertion of a payment card into the Chip (ICC) card reader at the base of the terminal.
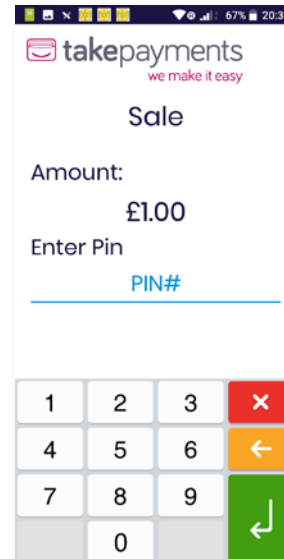

2
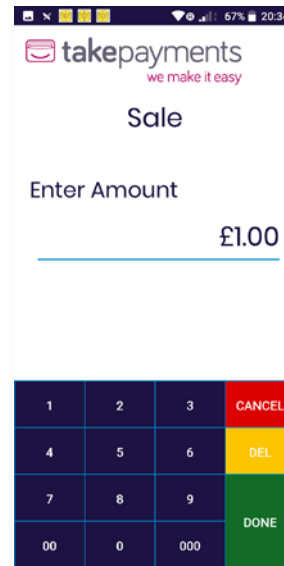
Enter the amount of the sale using the onscreen keypad. The A920 Pro automatically adds the decimal point for you. Press the **Done** button to continue.
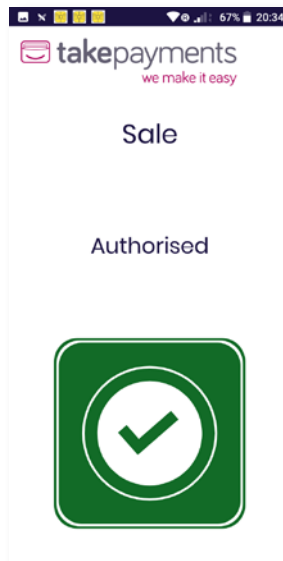
Step 7.

A920 Pro

Chip and PIN sale (continued)

3
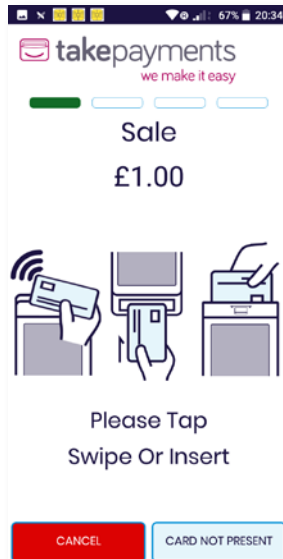
The terminal will now prompt for the card to be inserted. Pass the terminal to the customer and ask them to insert the payment card.

4

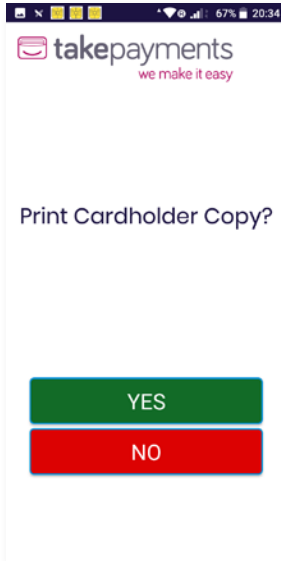On the **Enter PIN** screen pass the terminal to the cardholder and ask them to enter their PIN.

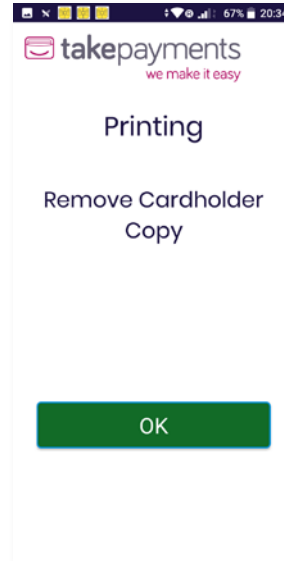Once the PIN has been entered the **Green Submit** button needs to be pressed.

5

The A920 Pro will confirm the result of the transaction.

16

Step 7.

A920 Pro
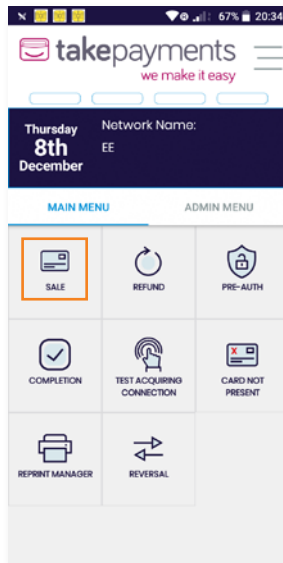
Chip and PIN sale (continued)

6

The A920 Pro will now ask if you want a card holder copy, followed by the merchant copy.
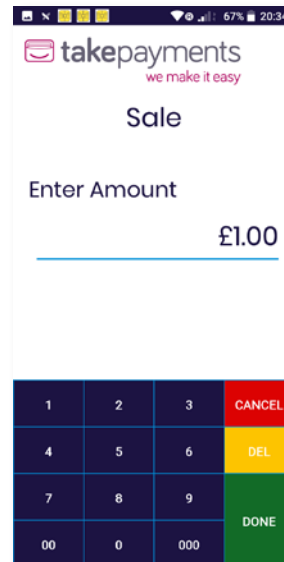

7

The A920 Pro will now prompt for the receipt to be removed, and press **OK** to complete.

Step 7.

Contactless sale

1

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

2

Enter the amount of the sale using the onscreen keypad. The decimal point will automatically be added. Press the **Done** button to continue.
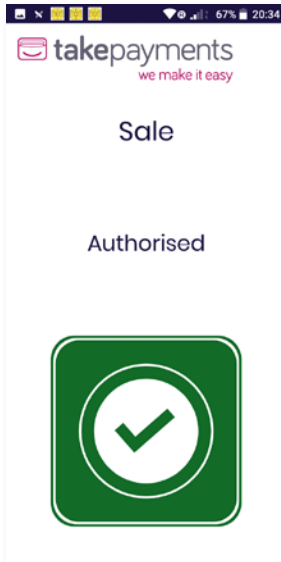
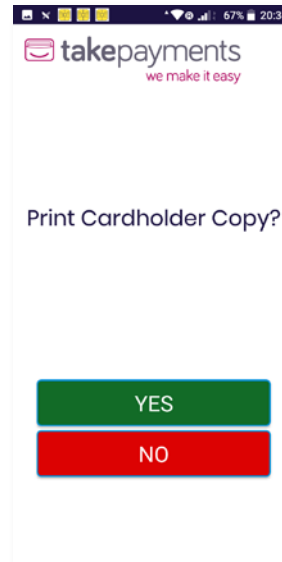

3

The A920 Pro will prompt for the card to be presented.

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

Step 7.

Contactless sale (continued)

4 The A920 Pro will then confirm the result of the transaction.

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

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

If not needed, press **No**.

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

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