A white letter on a black background

AI-generated content may be incorrect.A hand holding a credit card and a terminal

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Terminal Activation Guide | PAX A920

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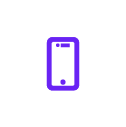
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Getting Started with PAX

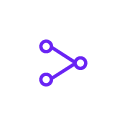
The PAX A920 is an Android OS based smart mobile terminal that provides a cost-effective option for Xplor Pay’s customers to securely accept payments while making their smart terminals smarter with the power of SwipeSimple.

The A920 delivers the highest payment security and protects transaction privacy, proven through its PCI and NFC Contactless certifications. Packed with the latest PCI PTS 5.x, SRED, and NFC contactless certifications, A920 delivers the highest payment security and protects transaction privacy.

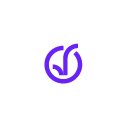
Built-in camera



High definition 5-inch touchscreen display



Multiple network connectivity



High-capacity battery to meet demands across Retail or Hospitality environments

## Additional Specs

|  |  |
| --- | --- |
|  | |
| *Memory* | 1GB DDR + 8GB eMMC | 1 x Micro SD Card Slot, Supports up to 32GB |
| *Processor* | ARM Cortex A7 1.1GHz 4 core processor | Cortex-M4 |
| *Card Reader Types* | Magnetic Card Reader | Smart Card Reader | Contactless |
| *Communications* | 4G LTE | WiFi | Bluetooth 4.0 |
| *Communication Parts* | Dual SIM | 1 x Micro USB |
| *External Base Options* | Charging Base | Multi-Functional Base | Wireless Base |
| *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 Contactless L1 | Discover D-PAS | MasterCard Contactless | Visa payWave | American ExpressPay | IC | MasterCard TQM | Interac\_Flash L2 |

Setting up the Device

A picture containing sitting, indoor

Description generated with very high confidence

## What’s in the Box

* PAX terminal
* PAX manual
* Quick setup guide (getting the terminal connected)
* AC power supply
* USB to Micro USB cable
* Test paper roll

## Connecting the Device

1. First, if you’re replacing an existing terminal with the PAX A920, you’ll want to make sure that you’ve batched out your old terminal. Once batched, disconnect the old terminal.

**About the Battery…**

There is a protective cover on the new battery terminals that must be removed before charging the battery.

1. Before starting, the A920 battery should be fully charged by plugging the USB to micro USB cord to a PC or an AC power supply and then plug the other end with the micro USB connector into the micro USB port on the left side of the terminal. Charge the battery until full.

Power up or power off the terminal by pressing and holding the small rectangle button on the right side of the terminal for 2-4 seconds and then release.

Once on, the terminal will boot to a generic home screen.

Power Button



Note: the terminal will not boot right into a payment app, but don’t worry it will be selected in a future step.

## Configure Personal Settings

From the device’s Settings menu, edit each setting to best suit the needs of your business. Here are few popular settings we recommend setting right away:

## Password

When attempting to access Settings, you’ll be asked for a password. For the A920, the password will *either* be “9876” or “pax9876@@” depending on your version. Please try both passwords.

## Turning Off the Key Tone Sounds

* Select “Settings” from the Home screen.
* Choose “Language & input” from the menu and then “Android Keyboard (ASOP)”. Finally, select “Preferences” and slide the tab to turn off “Sound on keypress”.

## Setting Volume & Key Beep

* From the “Settings” menu found on the Home screen, select “Sound & notification”.
* Under “Notification volume” slide the control to set your desired volume.
* To turn off keypad beeps, slide the tab to turn them off under “Key Tone” at the bottom of the list.

## Set your Date and Time Zone

* Select “Settings” from the Home screen.
* Under the System section, choose “Date & time”.
* The terminal will come with the auto time zone set to Eastern Time zone and will display in military time.
* Slide the tab to turn off Automatic time zone and select the correct time zone.
* Finally, slide the “Use 24-hour format” setting off to switch to standard time setting.

Other popular settings include:

* Tip Enablement
* AutoClose Batch
* Invoice Number Prompt
* Clerk/Server Prompt
* Customized Receipt Trailers

Note: For a complete walkthrough of these configurations including screenshots, please check out the PAX A Series FAQs.

**About the Wi-Fi…**

Wi-Fi cannot be configured in the file build for the A920, it must be done on the face of the device itself.

1. Next, determine the best mode of communication for the business.

The PAX A920 has 1 communication method:

* WI-FI

## Wi-Fi Connection

Available access types are DHCP (IP networks), Static, and Manual Proxy. The following instructions include the set up for each of these communication types.

* Select “Settings” from the Home screen.
* Choose the Wi-Fi option under Wireless & networks
* Turn on the Wi-Fi by sliding the tab and then choose the network to connect to.

A screenshot of a cell phone

Description automatically generated

Wi-Fi to DSL Line or Cable Connection

A screenshot of a cell phone

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Check out this quick video on how to connect the PAX A920 to Wi-Fi.

PAX A920 Wi-Fi Setup Video

1. Select the SwipeSimple app from the homescreen of the device. Once the app is selected it will launch into the SwipeSimple login screen. Log in using the credentials sent via the SwipeSimple Welcome email.

Note: Look for an email from “Xplor Pay for SwipeSimple account”.

The Welcome email will contain a temporary password and you will be prompted to create a new password when you log in for the first time.

1. Next, test your device by running a sale, return and batch report. Specific instructions on this process can be found in the SwipeSimple PAX QRGs for both the A80 and A920 models.

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If all goes well, you should be set up correctly. If problems persist, check out the other resources available and next steps below.

Other Resources

Still have questions or need help? Check out the following points of contact and other resources like FAQs including screen shots, Terminal QRGs located on Support, and the PAX Activation Page on xplorpay.com.

## Sales Support Team

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[salessupport@xplorpay.com](mailto:salessupport@clearent.com)

## Customer Support

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[customersupport@xplorpay.com](mailto:customersupport@clearent.com)

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[866.435.0666](tel:8664350666)

## Xplor Pay Partners

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[partnersupport@xplorpay.com](mailto:partnersupport@clearent.com)

For post-activation support with your terminal, please contact Tech Support.

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AI-generated content may be incorrect.

[technicalsupport@xplorpay.com](mailto:technicalsupport@clearent.com)

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AI-generated content may be incorrect.866.435.0666 Option 1, then Option 2

7 a.m. – 11 p.m. CST (Monday – Sunday)

PAX Activation Page

The Support Page

PAX Manual