

QUICK REFERENCE GUIDE // PAX A920, A920Pro, A920Max

Important Notes:

Manager's Password is the current date, MM/DD/YYYY format.

- Example: If today is January 1, 2021, the manager's password is 01012021.

Main Terminal Access: When powering on the PAX A920, select your processor application from the home screen.


- Examples:



◀ Press to go back a screen ● Press to go to Home screen ■ Press to open all apps




Credit Card Sale

1. Tap the **Sale** icon
2. Enter the amount and select 
3. Insert, swipe, or manually enter the card number
4. The receipt will print automatically









Debit Card Sale

1. Select the **Debit** option
2. Tap the **Sale** icon
3. Enter the amount
4. Insert, swipe or manually enter the card number
5. Enter the PIN and press  to finalize the sale.






Manually Entered Sale

1. Tap the **Sale** icon
2. Enter the amount, then press 
3. Enter the credit card number, then press 
4. Enter the expiration date, then press 
5. Enter the CVV2 code, then press . If you do not have access to or cannot read the CVV2 code press  to skip this step
6. Enter the zip code of the card's billing address, then press 
7. If you skipped Step 6, select the reason why
8. The receipt will print automatically




Credit Card Return

1. Tap the **Return** icon and enter the Manager Password
2. Enter the amount and press 
3. Tap, insert, swipe or manually enter the credit card number, then press 
4. Enter the expiration date and press 
5. The refund will be processed, and a receipt will print automatically







Void Sale

1. Tap the **Void Sale** or **V/Sale** icon
2. Enter Manager Password
3. Enter Transaction Number, and press 
4. Screen will display the original sale details. **Scroll up** and select **Confirm** to Void
5. The void will be processed and the terminal will print the receipt



Forced Sale

1. Tap the **Forced** icon
2. Enter the Manager Password
3. Enter the amount, the press 
4. Enter the card number, then press 
5. Enter the expiration date, then press 
6. Enter the AUTH code and press 





Reprint Receipt

1. Select the **FUNC** option.
2. Tap the **Re-Print** icon.
3. Select **Print Last**, **Print Detail**, or **Print Any** to reprint a receipt.





Tip Adjust

1. Select the **FUNC** option
2. Tap the **TIP MENU** icon.
3. Select search mode from the menu.
4. Follow the prompts and enter required information, then press 
5. Transaction details will display on the screen. Select the sale and press **ADJUST**
6. Enter the tip amount and press  The screen will display **“Adjusted Complete”** once the adjustment is finished.



EBT Sale

1. Select the **EBT** option
2. Tap the **Sale** icon
3. Enter the amount and press 
4. Select Food Stamp, Cash Benefit, or Voucher
5. Enter the PIN and press  to finalize the sale



Settle Daily Batch

1. Select the **FUNC** option
2. Tap the **BATCH** icon
3. Select **BATCH CLOSE**, then **BATCH ALL**
4. If prompted, the screen will display Close W/Untipped. Press **OK**
5. Once the batch has successfully closed, the terminal will print a settlement report



Reports

1. Select the **FUNC** option
2. Tap the **REPORTS** icon
3. Select the type of report you want to print
 - **History Report:** Search by date range and click **PRINT**.
 - **Tip Report:** Sort by Server, Payment Type, or Card type, then click **PRINT**.
 - **Default Report:** It will print the default report which is a condensed report of all sales.
 - **Current Report:** Select the report type you want to set as the “Default Report”. Choose between Condensed, Short, Journal (detailed), and Totals Only, then select **PRINT**



Terminal Power Off / Reboot

1. Press and hold the  on right side of terminal.
2. You will click on **Power Off**, or **Reboot**

This information is provided for general reference only. Search options such as By Transaction No., Scroll Untipped, By Invoice No., By Card No., By Server ID, may vary based on your system setup.