

SECURE RETAIL

Complete Payment Solutions

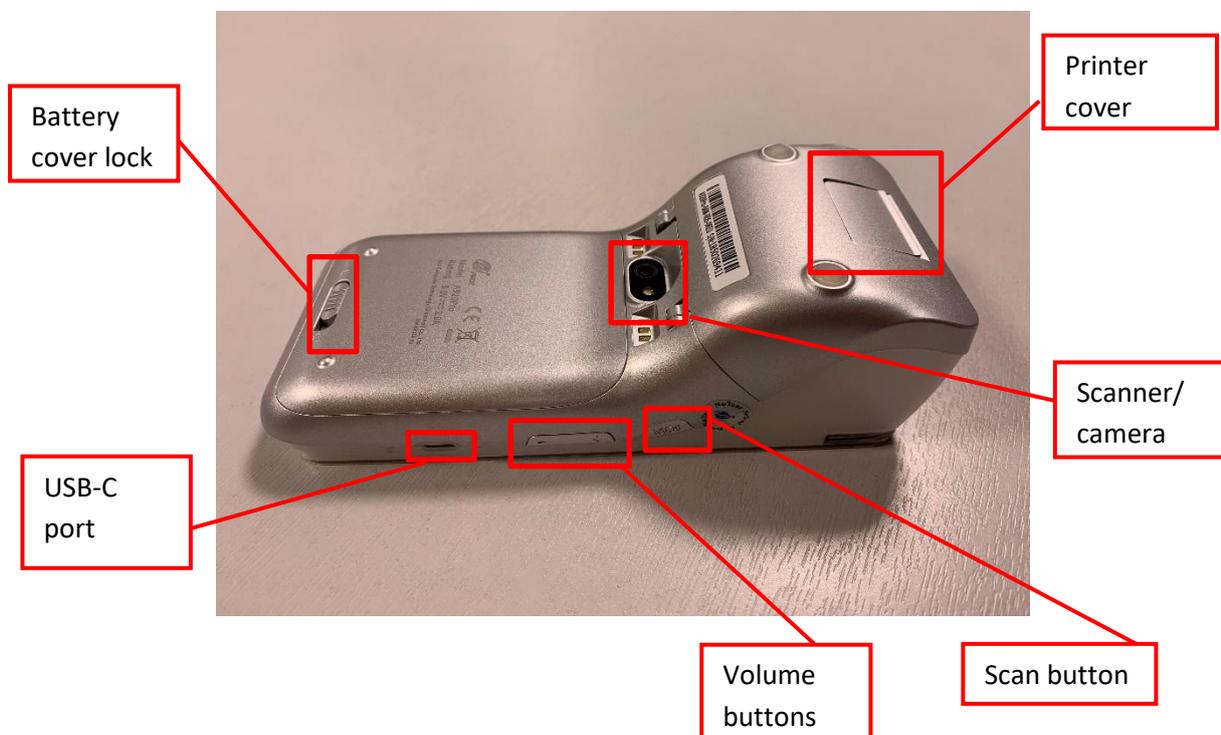
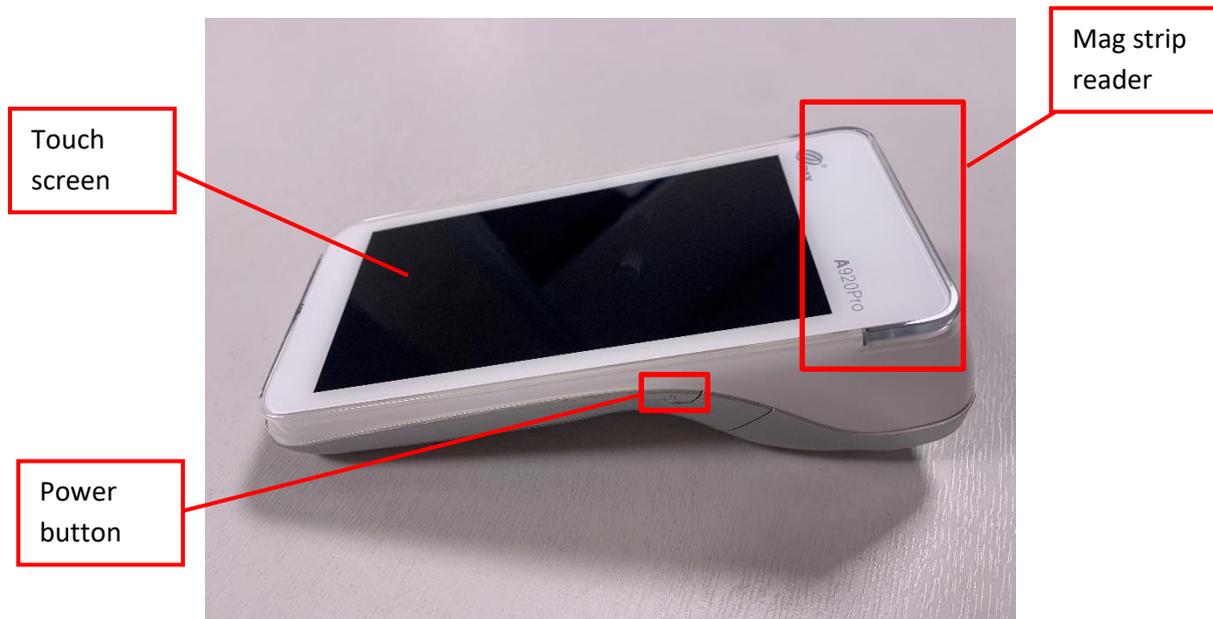
Worldpay Troubleshooting Guide

A920 Pro



Device images

PAX A920Pro – Layout and hardware overview



Hardware Issues

Power

- You turn on the A920 unit by holding down the power button for approximately 3 seconds. The button is located on the right-hand edge of the unit.
- Check that the A920 is plugged into a power source using a USB-C cable and receiving power. Swap test cable, power plug and device if necessary to determine if all components are working correctly.
- Check the battery condition and contacts, to do this:
 - Remove the battery cover on the back of the unit by sliding the battery cover lock to the right – unlocking the plate



- Lift the bottom edge upwards and pull away from the unit



- Do the same motion with the battery, lift the bottom edge and pull downwards away from the unit



- Check for any obstructions on the gold contacts on the battery and inside the unit.



Charging

- Ensure that the cable is securely plugged into the USB-C charging port, also check that the USB cable goes to a power supply that is turned on. *Possibly connect another A920 or device that uses a USB-C cable to test if the cable and plug work with another device.*



- *If using a cradle, ensure that the cabling is secured into the correct port labelled "POWER". Not the "USB slave" port. This is on the underside of the cradle.*



- *If using a cradle, make sure the docked picture is displayed on the top bar, if that doesn't appear then check the A920 is seated correctly in the dock and that the dock is plugged in correctly as shown above.*



Printer

- Reboot the terminal by holding down the power button and selecting reboot.



- If the A920 is still not making any attempt to print, check on the status of the terminal on the PAXstore.
 - Check the printer hasn't been disabled in the 'Settings' tab of the terminal – this will also tell you if the A920 believes that the terminal is out of paper.
 - Check that the POS and/or the printer software is installed and running correctly. If not, you can remotely delete the software and reinstall
- Check that the A920 has paper and is loaded correctly
 - Turn the unit over and gently pull the printer release lever – once inside the paper compartment check for debris or obstructions to the printing mechanism.



- Check that paper is loaded and that the paper is in the right way – the paper should be fed under the roll and curl away from the unit like indicated below.



- Once the printer roll cover has been closed the unit and paper should look like the example below.



Smart Card

- Reboot the terminal by holding down the power button and selecting reboot



- If the A920 is making no attempt to read the card, check on the status of the terminal on the PAXstore.
 - Check that the POS and/or the card software is installed and running correctly. If not, you can remotely delete the software and reinstall
 - Check the card reader hasn't been disabled in the settings tab of the terminal – this will also tell you if the A920 believes that the terminal is out of paper.
- If cards are not sliding into the card reader slot, check for any obstructions that could be jamming the slot



Connecting to Wi-Fi

- To connect the device to Wi-Fi, click the three dots/lines in the top right-hand corner of the screen, and select Wi-Fi Settings, as shown in Figure 1. The device will then be redirected to the Wi-Fi settings page.
- The device will automatically search and bring up available Wi-Fi networks. Complete the connection process and click the back arrow on the bottom left of the screen when complete, as shown in Figure 2.

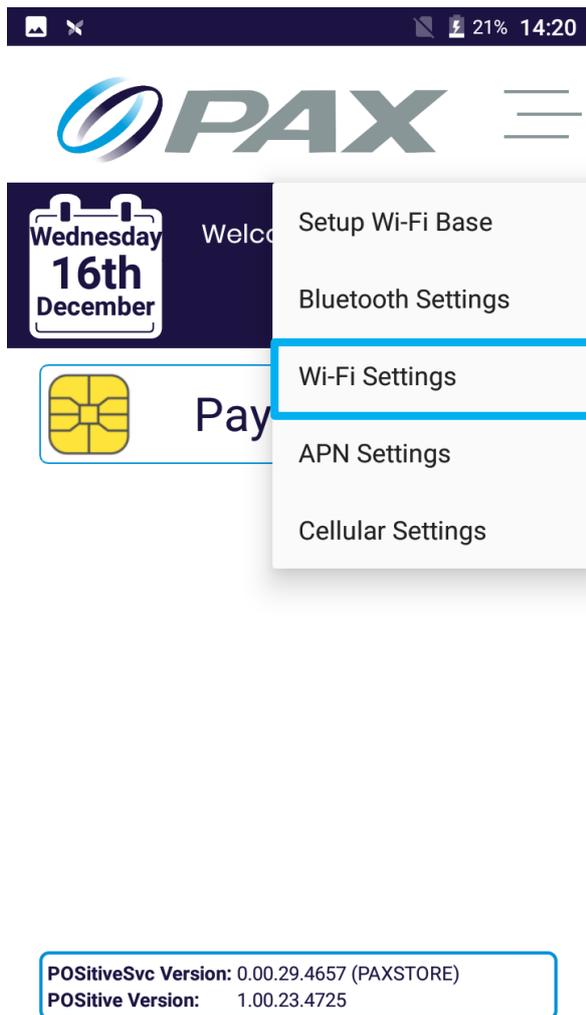


Figure 1

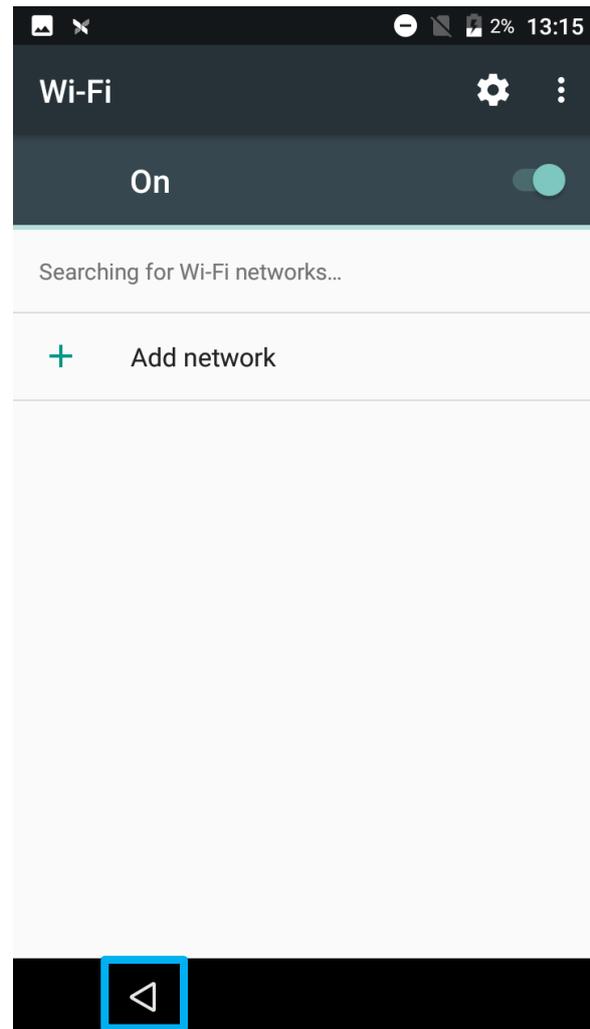


Figure 2