



A920 Reference Guide

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Preface

A920 Reference Guide

Version: 12-12-2019 v1.0

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Revision History

Date	Version	Description
12/12/19	v1.00	Initial Release

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1. Introduction

The A920 is an all-in-one Android payment terminal with compact design that has a 5-inch IPS color touchscreen with high anti-glare; the A920 combines the full features of an Android tablet in a powerful payment terminal. The A920 delivers an integrated camera, hi-speed thermal printer and high capacity battery to meet the daily demands across all dynamic Retail or Hospitality environments. A920 offers complete communications including LAN, Wi-Fi, Bluetooth, and 4G Cellular that meet all your customer's needs in one place.

1.1 Purpose

This reference guide provides information about:

- Product Information
- Product Features
- Wireless connectivity
- Answers to frequently asked questions

1.2 Intended Audience

This guide is intended for use by:

- Software engineers who develop and maintain the payment application designs for the US Payment card industry.
- Sales Executives and Sales Support who sell and support the device.
- Independent Sales Organizations who sell terminals and conduct end-user terminal training.

1.3 Acronyms and Terms

Name	Description
DHCP	Dynamic Host Configuration Protocol - A network management protocol used on IP networks. The DHCP server dynamically assigns an IP address and other network configuration parameters to each device on the network.
Micro SD	Removable flash memory card used to store information.
Smart Card	Chip card or integrated circuit card (ICC) that has a chip, is contactless, or both.
NFC	Near Field Communication - A form of contactless communication between devices.
POS	Point of Sale or Point of Service
SIM Card	Subscriber Identity Module Card – A smart card that stores data GSM cellular network subscribers.
SAM	A Secure Access Module (or Secure Application Module) is based on SmartCard Integrated circuits and is used to enhance the security and cryptography performance in devices, commonly in devices needing to perform secure transactions, such as payment terminals. It can be used for cryptographic computation and secure authentication against smart cards or contactless EMV cards.
Smart Card	Chip card or integrated circuit card (ICC) that has a chip, is contactless, or both.
SSID	Service Set Identifier - The name for a Wi-Fi or WLAN network. Mobile devices look for all networks in range when they attempt to connect to local Wi-Fi.
WAN	Wide Area Network - Cellular phone data networks run on a WAN. It covers a broad area and many devices in that area.
Wi-Fi	A trademarked term used to describe the wireless networking technology that allows computers and other devices to communicate over a wireless signal. Based on IEEE802.11 standards.
LAN	Local Area Network

2. Packaging

This section covers the A920 packaging information.

2.1 A920 Overpack Carton

Twenty (20) A920 terminal boxes are shipped inside an A920 overpack carton. The dimensions of the overpack carton are 16 in. x 14 in. x 11 in. (41cm x 36cm x 28cm). A packaged overpack carton weighs 32 lbs. (14.5 kgs).



2.2 A920 Terminal Box

The A920 box dimensions and shipping information:

- A920 box dimensions L x W x H = 6.92" x 3.07" x 2.24"
- A920 box weight = 3 oz



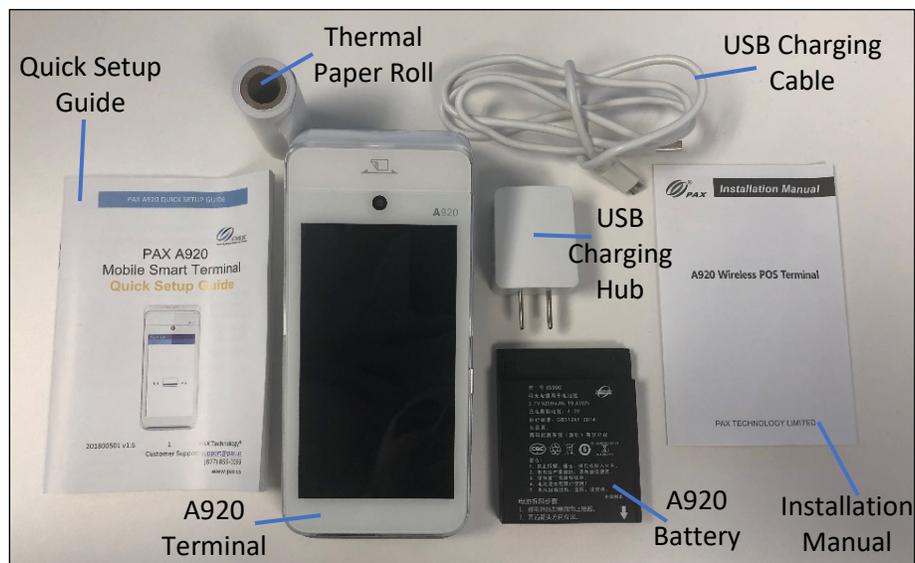
2.3 A920 Protective Cardboard Inserts

Cardboard inserts inside the terminal box protect the A920 during shipping. In addition, the terminal is enclosed in a plastic wrapper.



2.4 A920 Box Contents

The A920 terminal box includes:



- 1 – A920 Terminal
- 1 – USB Charging Hub
- 1 – USB Type A to USB Type C Power Cable
- 1 – Installation Manual
- 1 – Quick Setup Guide
- 1 – Thermal Paper Roll

See the *A920 Ordering Guide* for detailed information on available accessories, including part numbers.

3 Product Description

This section provides a description of the A920 terminal.

3.1 A920 Part Number Information

The A920 part number information is provided below. Included is the part number, the description of the part number, and a detailed breakdown of the part number.

Image	Part Number	Description
	A920-2AW-RD5-12EA	8GB FLASH 1GB DDR 4G Bluetooth Wi-Fi LAN Contactless Front Camera QR Code Scanning Camera 2 SAM

The A920 part number is detailed below. Each character in the part number has a value and a description.

Terminal	Communication Method			Feature			Others and Configuration			
	DSL Modem	Wireless	IP	Contactless	Storage	PCI	Hardware Version	Differential Digit	Package Language	Power Supply
A920	0 – No DSL Modem	A – 4G & Bluetooth	A – LAN & Wi-Fi	R - Contactless	D – 8G FLASH	5 – PCI 5.x	0 – Initial	1~9, A~Z, Except I/O	A – English Packaging, Android	0 – No External Power Supply
A920	0	A	A	R	D	5	0	2	A	0

3.2 Serial Number Location on Terminal

The serial number for the A920 is located on the back of the device, directly above the back camera. Please see the image below for reference.



4.0 A920 Functional Information

This section will point out the various features and functions of the terminal from the front, rear, left and right-side angles.

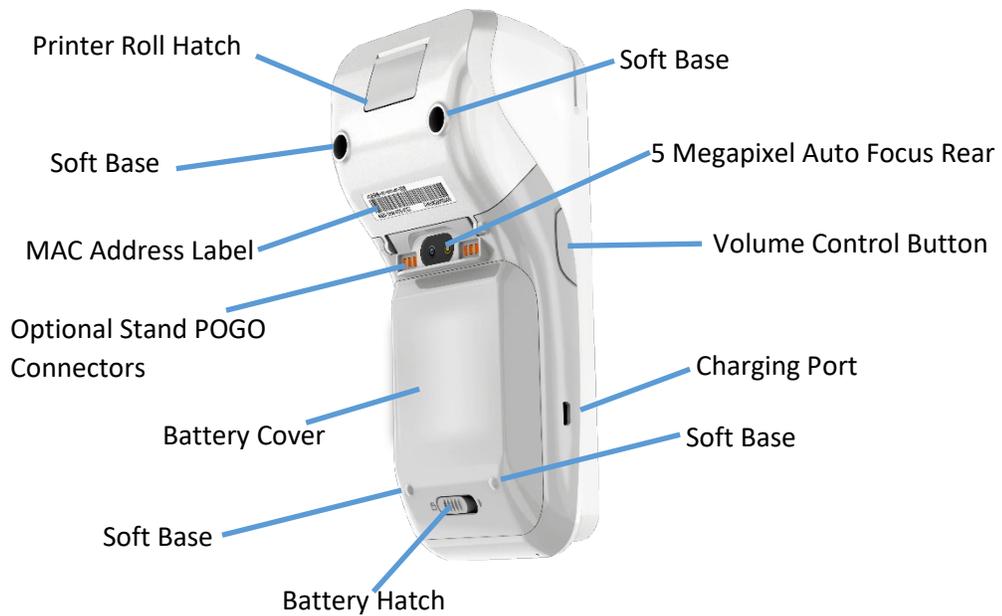
4.1 Technical Details and Specs

Feature	Description	
Camera	Dual cameras: 5MP front camera; 0.3 MP for 1D/2D code scanning	
CPU	ARM Cortex A7 1.1GHz 4 core processor	
Operating System	PAXBiz powered by Android 5.1	
Memory	1GB DDR 8GB eMMC	
Display	5" IPS Color Display 720 x 1280 pixels Capacitive touchscreen	
Audio	Built in speaker: maximum volume of at least 80dB at 10cm; supports WAV, WMA, RAW, and MP3; audio is synchronized with video	
Wireless Communications	Bluetooth Wi-Fi 4G cellular	
SAM Card Slot	3 SAM card slots	
SIM Card Slot	1 Standard SIM card slot	
Card Readers	Magnetic Strip Card Reader	Triple Track Bidirectional Read
	Smart Card Reader	ISO 7816 Compatible EMV2000 L1 & L2 Compliant PBOC3.0 Compliant
	Contactless Card Reader	Reads ISO14443 Type A/B Cards Reads Mifare Cards Read NFC Devices
Operating Environment	Temperature	-10°C ~ 50°C
	Humidity	5% ~ 96% (without condensation)

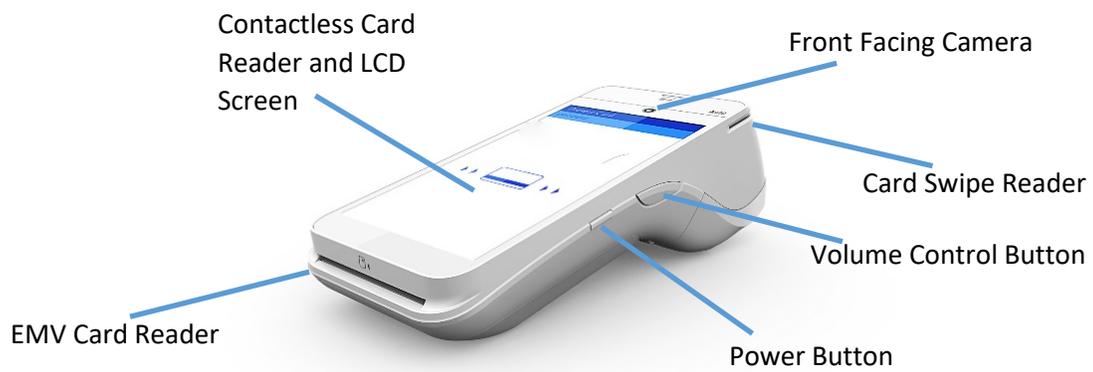
4.2 A920 Terminal View from All Sides



4.2.1 A920 Components, Interface, and Ports (Back)



4.2.2 A920 Components, Interface, and Ports (front)



5 Terminal Location

Position the terminal on a countertop, desktop or tabletop. Keep the terminal away from direct sunlight, excessive dust, moisture and heat. Avoid locating the terminal near electrical devices that might introduce interference such as microwave ovens or equipment with transmitters.

6 AC Power Connection

The A920 can be powered two ways:

- By plugging the power supply and power cord into the Micro USB port on the side of the A920.
- If the optional Charging Base is included, by plugging the power supply with power cord into the Charging Base power port and seating the A920 on its Charging Base.

WARNING

DO NOT connect the other end of the power source until all the other cables are connected first. Plugging in the power cord to the power source before the other cables are installed may result in damage to the terminal or connected devices.

After all terminal cables are connected, plug the terminal AC power cable to the power source.

WARNING

Do not disconnect the power supply while applications are being downloaded to the terminal. The applications could be downloaded improperly, or the Flash memory could be damaged.

7 Terminal Ports

The following port is available on the terminal:

- Type C USB – Used for power and downloads
- Microphone – Supports handsfree microphone abilities.

8 Battery Information

This section provides battery information regarding charge time, run time and lifetime. It also includes information regarding battery functionality at different battery levels.

8.1 Battery Specifications

Product	Voltage	Capacity	Run Time	Recharge Time	Recharge Cycles	Field Replaceable
A920	5v	5250mAh	8 Hours	3 Hours	>500	Yes

Product	Battery Level Percentage	Description
A920	15%	Low battery prompt, all parts still work normally
	5%	Low battery prompt, all parts still work normally

8.2 Charging Battery

The A920 will charge the battery until 100% full and then it will stop charging. The battery level status can be viewed at the top of the screen in the battery icon and will display the current percent available. When the terminal is charging a lightning bolt image will be displayed inside the battery icon and an upward fill pattern will continually display during charging. If the battery is running low often, please check the following for background usage:

- Brightness, Vibration and Power-Saving Mode
- Location Services, Running Apps and Notifications
- Wi-Fi and Bluetooth

To view the battery status from the IDLE screen, select: Settings > Enter Password > 9876 > ENTER > OK > About > Status > Battery Status = Not Charging or Charging & Battery Level values will be displayed.

8.3 Remove and Install Battery

1. Carefully position the A920 so you have access to the bottom of the unit.
2. Using your finger, slide the tab on the back cover over toward the right of the terminal.



3. Lift and remove the battery cover. Once the cover has been removed, you can push up and pull out the battery.

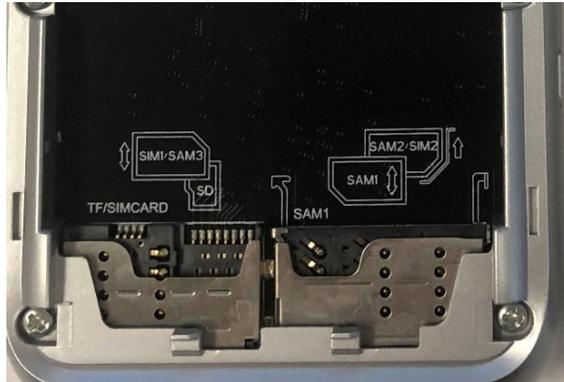


4. Set the battery aside in a safe location. To reinstall the battery, place the battery back in the battery slot and push up to secure it.



9. Install A920 SIM, SAM, and Micro SD Card

The A920 comes with 3 SAM card slots and 1 SIM card slot.



9.1 SIM, SAM & Micro SD Card Installation

The A920 has three SAM card slots on the main body of the device, as illustrated in the figure above, and one SIM card slot. These card slots are under the battery in the back plate.

In order to install a SIM or SAM card into any of these slots on the 4G module, insert a card into the card slot with the contacts facing upwards and the clipped corner of the card facing forward and to the right.

To install a SIM or Micro SIM card, follow steps 1-3:

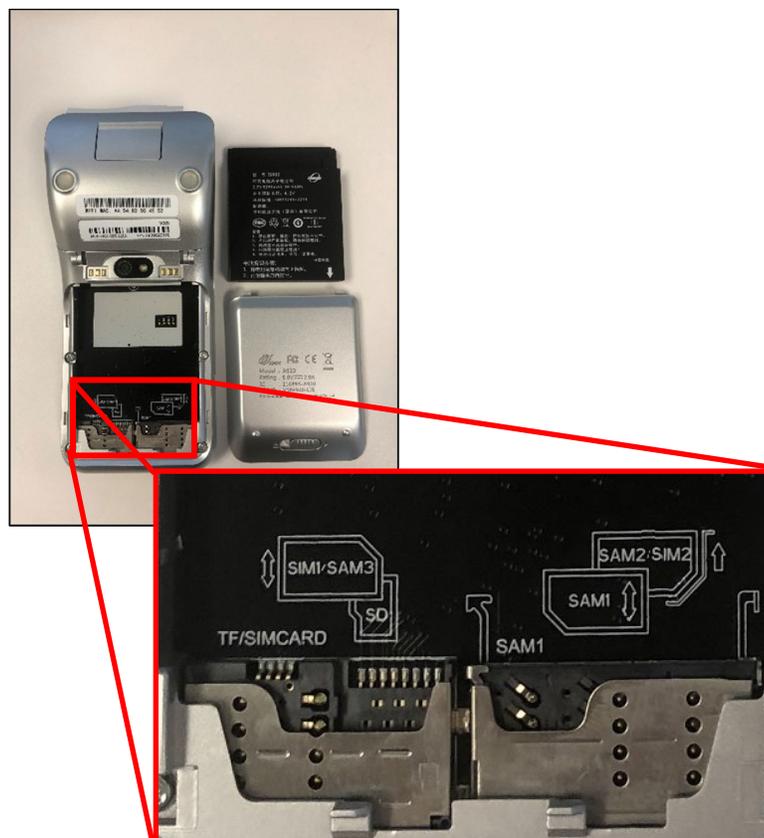
1. Carefully position the A920 so you have access to the bottom of the unit. Using your finger, slide the tab on the back cover over toward the right of the terminal.



2. After opening the back cover, find the card slots on the bottom side interior of the mount.



3. Insert the SIM card or Micro SD card (with adapter) into the card slot with the contacts facing upwards and the clipped corner of the card facing forward and to the right. Once the card is inserted, replace the mount cover and screw before turning the device on.

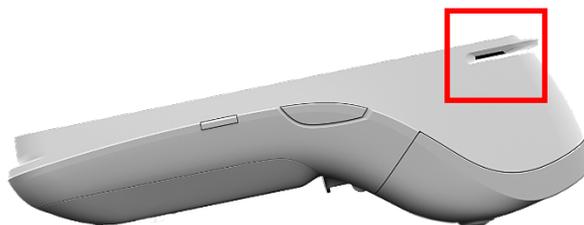


10. Card Readers

The A920 includes a magnetic strip reader, a smart card reader, and a contactless card reader.

10.1 Magnetic Strip Reader

The magnetic strip reader is located on the top of the device. The reader includes triple track reading and bidirectional reading. That card reader slot is also illuminated with an RGB LED indicator. Additionally, the magnetic strip reader has a lifecycle of over 500k reads and conforms to ISO/IEC 7810, ISO/IEC7811 parts 1-6, and ISO 7813.



Slide the card through the card reader slot from right to left or from left to right with the magnetic strip oriented towards the body of the device.

10.2 EMV Card Reader

The A920 includes a smart card reader at the bottom of the device. The smart card reader reads EMV cards. Additionally, the reader has a lifecycle of over 500k insertions, conforms to ISO/IEC 7810:2003, ISO/IEC 7816, and EMVCo L1 & L2.



To use the smart card reader, insert the card fully into the reader with the metallic contacts facing up and towards the device. Make sure that the card is fully inserted into the card reader while reading the card.

10.3 PFC/Contactless Card Reader

The A920 has a contactless card reader with an RF antenna located on its front face. The read area for this card reader roughly corresponds to the top half of the touchscreen on the front of the device. The contactless card reader supports ISO14443 Type A/B.



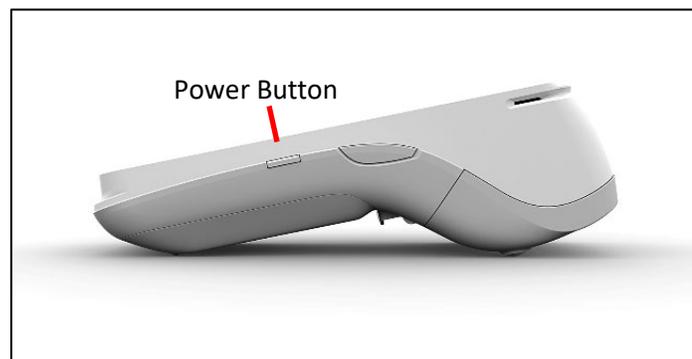
The contactless card reader reads cards and devices placed roughly parallel to the area indicated in red from between 0 to 4 cm. For best results, place as close to the screen as possible and center the card over the indicated area.

11. Basic Operation Instructions

This section is intended to demonstrate how to power on and off the A920

11.1 Power ON

To turn the device on, plug the micro USB cable into the micro USB port. The device will automatically power on and begin charging the battery. Once the battery has been sufficiently charged, you may unplug the micro USB cable, and while the battery retains a charge, it may be powered on using the power button on the right-hand side of the device.

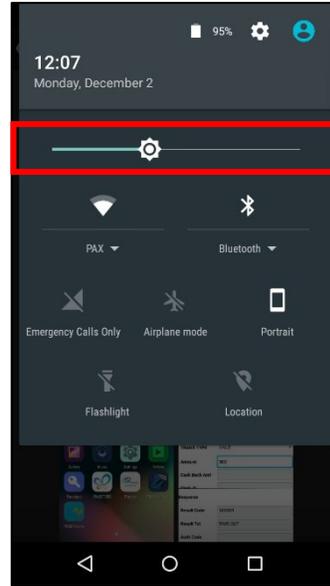


11.2 Power OFF Terminal

To turn the device off, press the power button on the right-hand side of the device, seen in the image above. A screen will appear that gives you the option to Power Off the device. Simply tap the screen and the device will shut down.

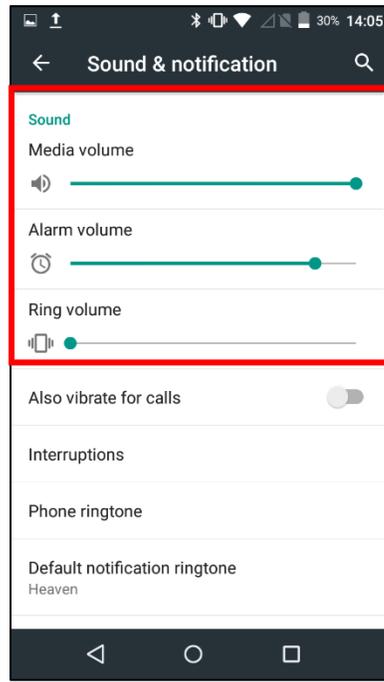
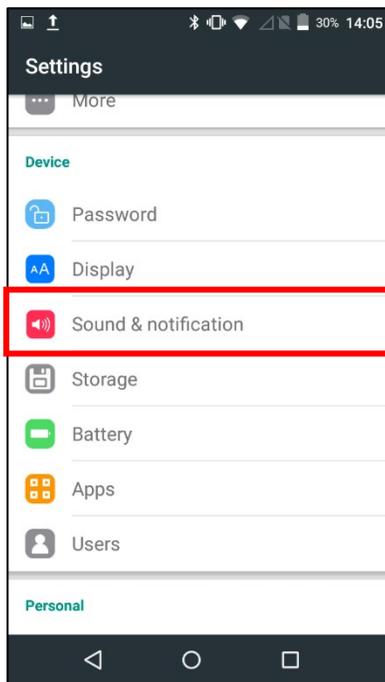
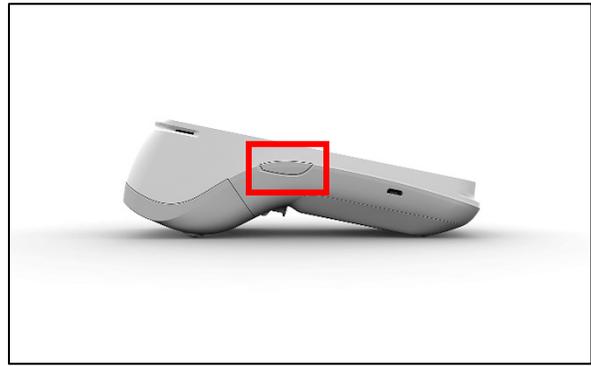
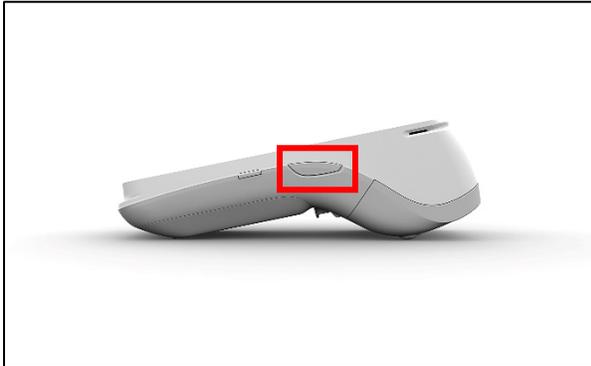
11.3 Adjust the Display Brightness

Use your finger to slide the top navigation panel down. There you'll find the brightness slider where you can adjust the brightness to your liking.



11.4 Adjust the Volume

There are two options for adjusting the volume. The first is to select the volume icon from the home screen. The volume settings will appear. The second is to select the volume settings from the “Settings” menu. After selecting “Sound,” the sound menu will appear.



11.5 Take a Screenshot

You can take a screenshot with the A920 by pressing the power and the button on the right-hand side of the device simultaneously.



11.6 Cleaning the Device

- Do not immerse the device in water or liquid.
- Do not spray water or cleaner into readers or ports.
- To clean the screen, apply distilled water or mild glass cleaner onto a soft, lint-free cloth and gently wipe terminal.



WARNING

Do not use industrial strength or abrasive cleaner as it may damage or scratch the screen.

11.7 Replace Paper Roll

1. Locate the Printer Door Hatch on the bottom of the terminal and open the Paper Hatch.



2. Install Paper Roll according to the diagram inside with the paper coming out from the top of the roll.



3. Pull 6" Paper from the roll



4. Carefully close the paper hatch until it snaps into place



5. Firmly hold the paper and from an approximate 45-degree upwards angle tear the excess paper.

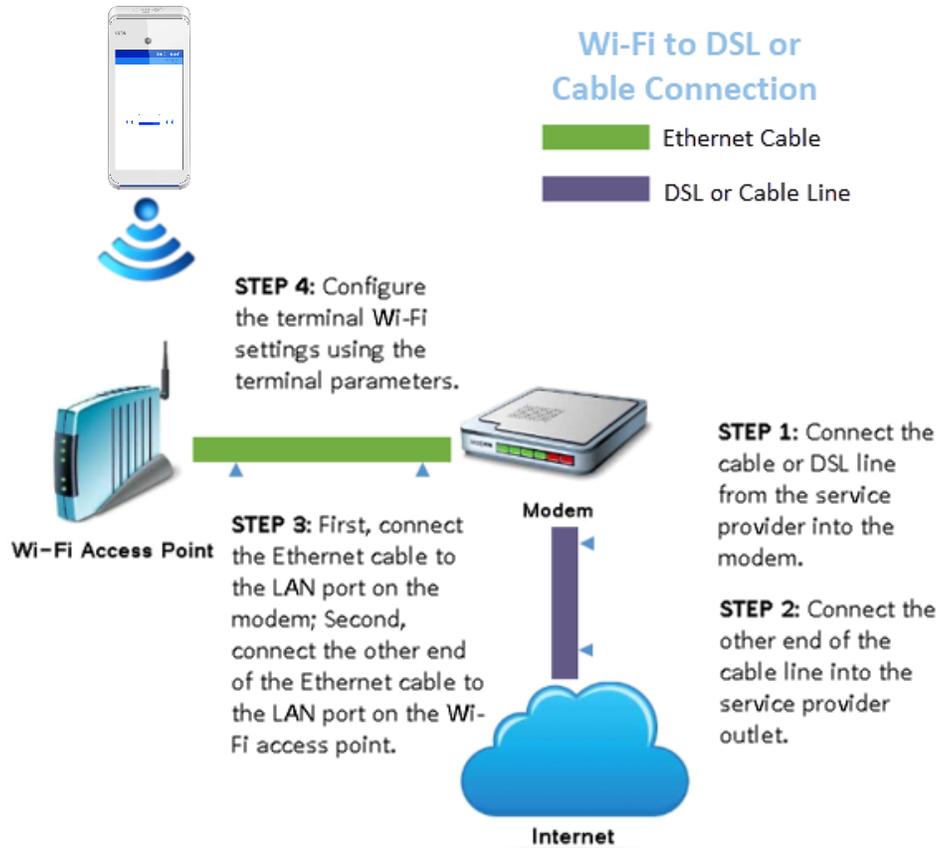


12. Setting Up Communications

The A920 terminal supports LAN, Wi-Fi, and 4G communications for computer network and internet access. Available access types of Wi-Fi on the A920 terminal are DHCP, Static IP, Manual Static IP, and Manual Proxy.

12.1 Wi-Fi Connection

Note: Please refer to the owner's manual of the modem and Wi-Fi access point for connection and configuration information.



The A920 supports Wi-Fi for network and internet access. Wi-Fi is a wireless computer network that links two or more devices using wireless communication to a local area network (LAN) within a limited area, such as store or office building.

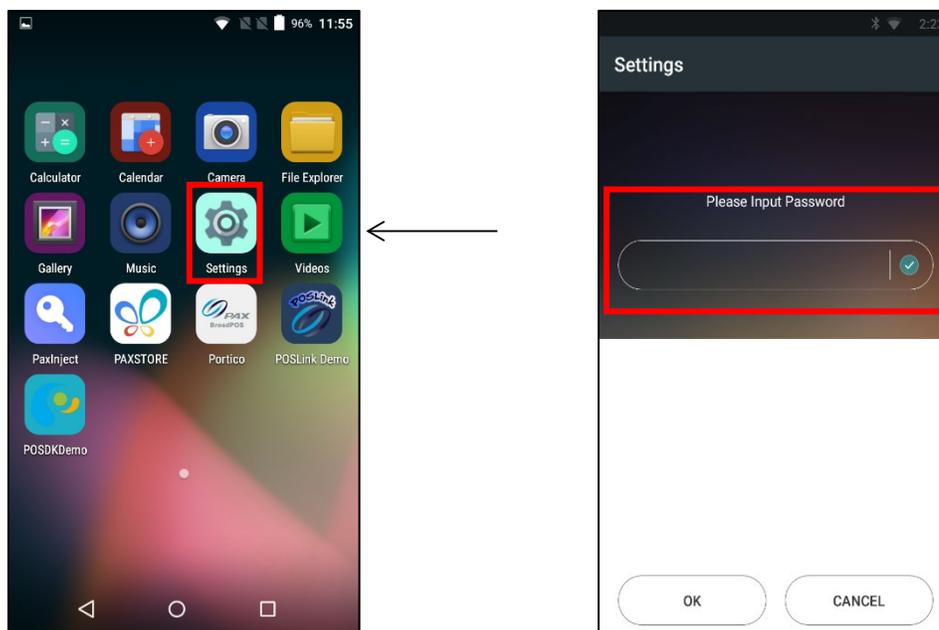
Available access types of Wi-Fi on the A920 are DHCP, Static IP, Manual Static IP, and Manual Proxy. The following sections include step-by-step procedures for setting up each of these communication types.

12.2 DHCP Wi-Fi Connection

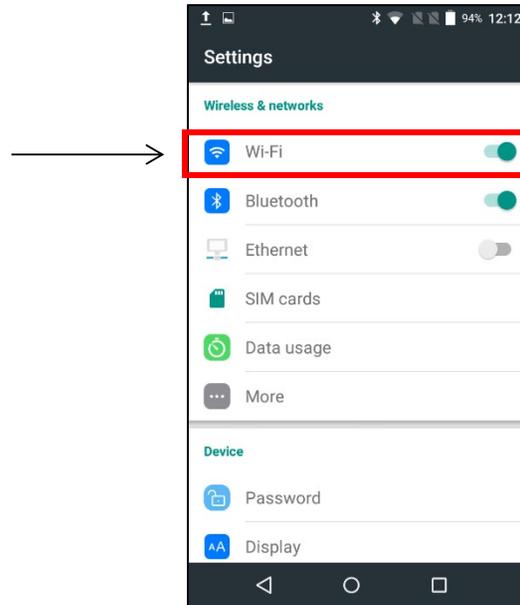
The A920 supports DHCP setup for network and internet access. DHCP stands for Dynamic Host Configuration Protocol. DHCP is a network management protocol used in IP networks. The DHCP server dynamically assigns an IP address and other network configuration parameters to each device on the network.

To set up DHCP:

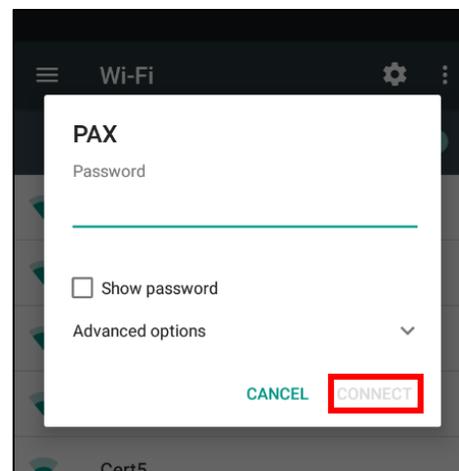
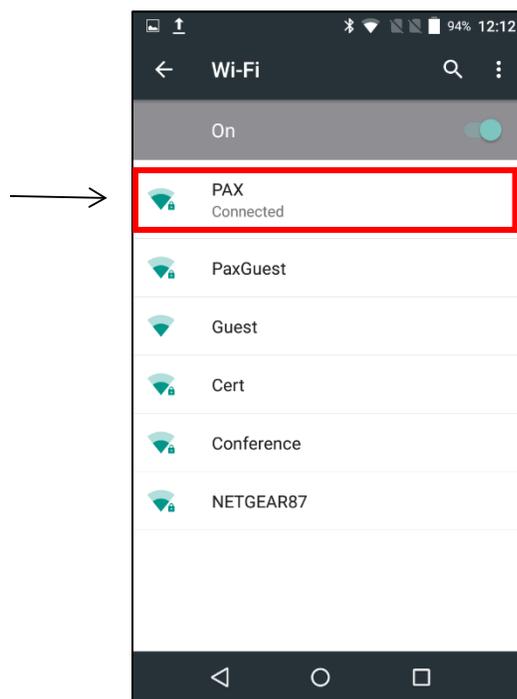
1. First, navigate to the “Settings” app in the bottom right-hand side of the home screen. Once you have located the “Settings” app, tap on the icon to open the settings menu. A password prompt will appear on the screen. Type the default password “9876” into the password input and select “OK” to access the device settings.



- In the “Settings” menu, navigate to the setting option titled “Wi-Fi” nestled under the “Wireless & networks” section. Click on “Wi-Fi” to open the Wi-Fi settings.



- After selecting the Wi-Fi setting option in the “Settings” menu, the device will show a list of available Wi-Fi networks. Only local networks that have the SSID broadcast option enabled will display. Select the desired network and then enter the network password when prompted. After the password has been entered, click “CONNECT” in the bottom right-hand side of the password box to finish connecting the device to Wi-Fi.

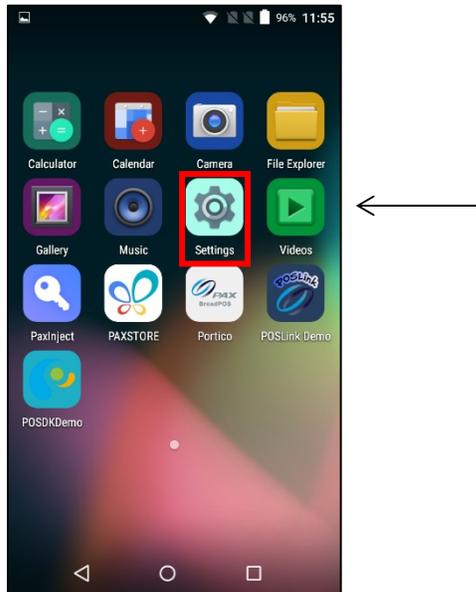


12.3 Static IP

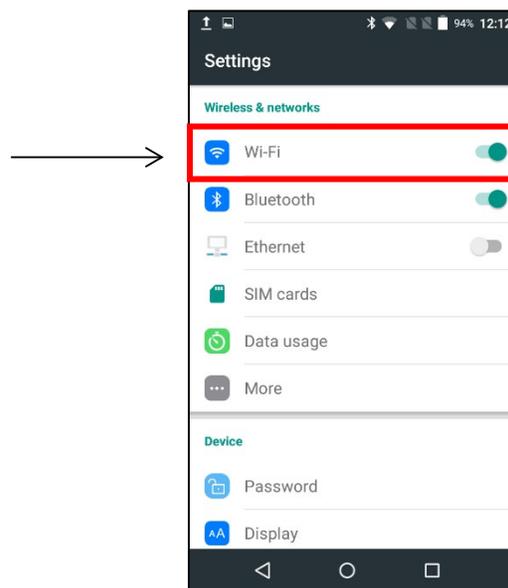
The A920 supports static IP setup for network and internet access. Static IP addresses allow network devices to keep the same IP address all the time, instead of automatically assigning IP addresses such as in a DHCP setup.

To set up a static IP:

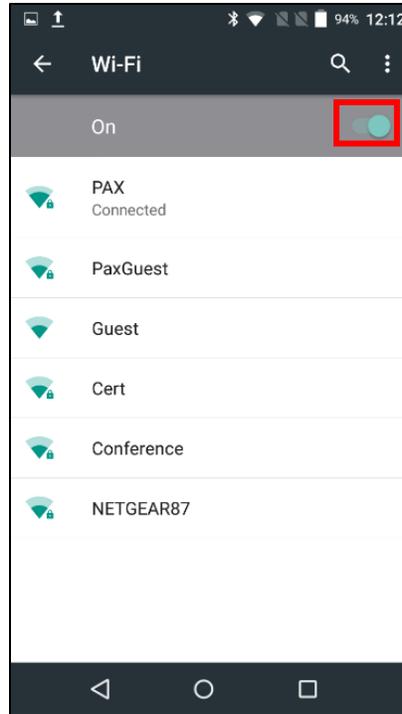
4. From the home screen, select the “Settings” app from the bottom right-hand side of the screen.



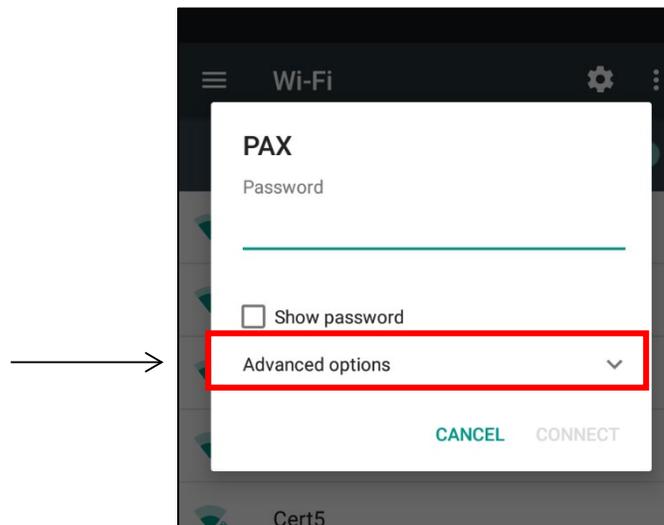
5. Select the Wi-Fi option from the “Settings” menu.



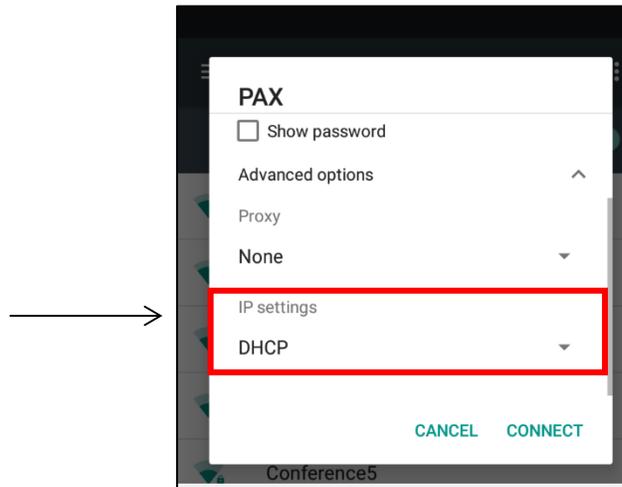
- Turn the Wi-Fi on by selecting the on/off switch in the top right-hand corner. After turning on Wi-Fi, a list of available Wi-Fi networks displays. Only local networks that have the SSID broadcast option enabled are listed. Select the desired Wi-Fi network and enter the Wi-Fi case-sensitive password when directed.



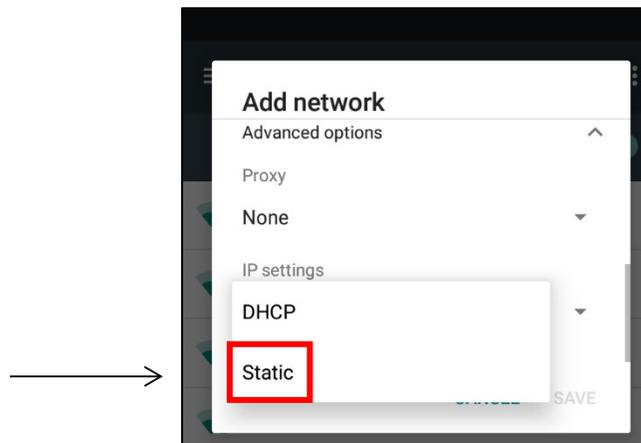
- Select "Advanced Options."



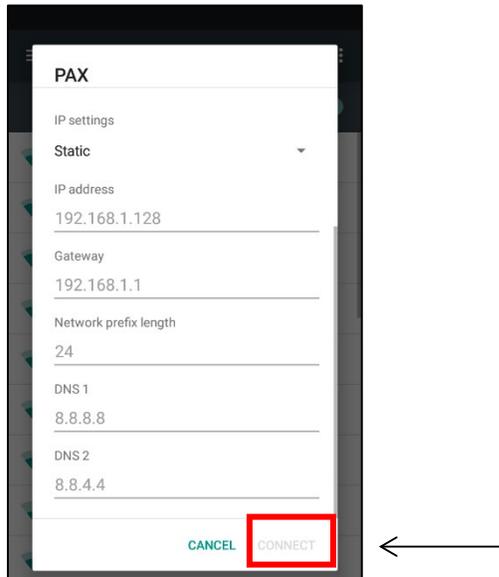
8. Scroll to select “IP Settings.”



9. Select “Static” from the IP Settings dropdown menu.



10. After selecting “Static” from the dropdown menu, scroll the new input options. Enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2. Once all fields have been entered, select “CONNECT” from the bottom right-hand side of the screen.

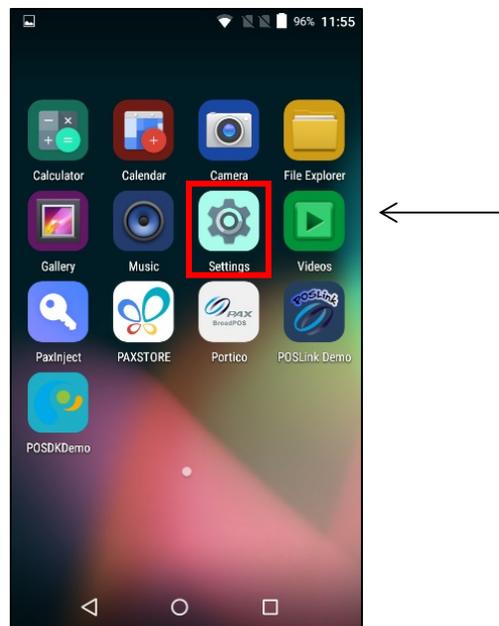


12.4 Manual Static IP

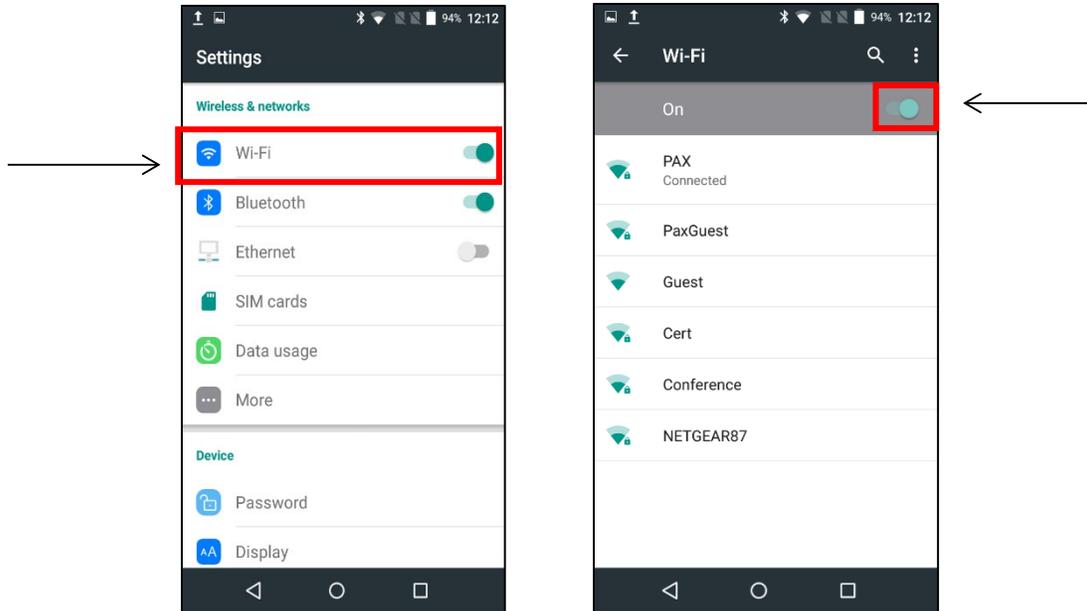
If the broadcast SSID is disabled on an access point, the terminal will not display the SSID under available Wi-Fi network listings. In this case, it is necessary to manually configure the terminal for Static IP connection types.

To set up a manual static proxy, follow steps 1-8:

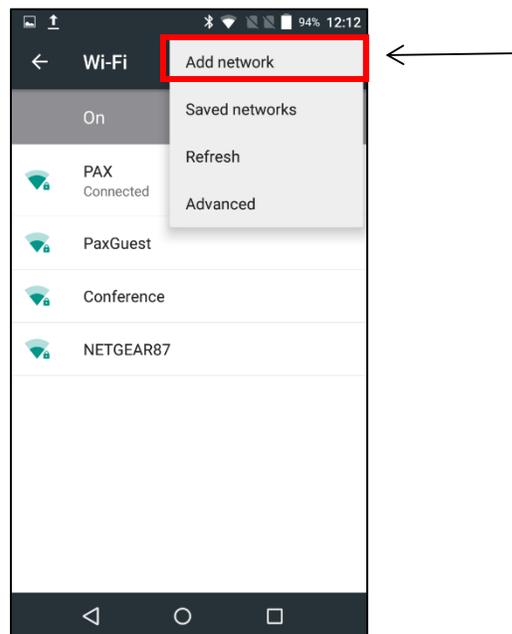
1. From the home screen, select ‘Settings.’



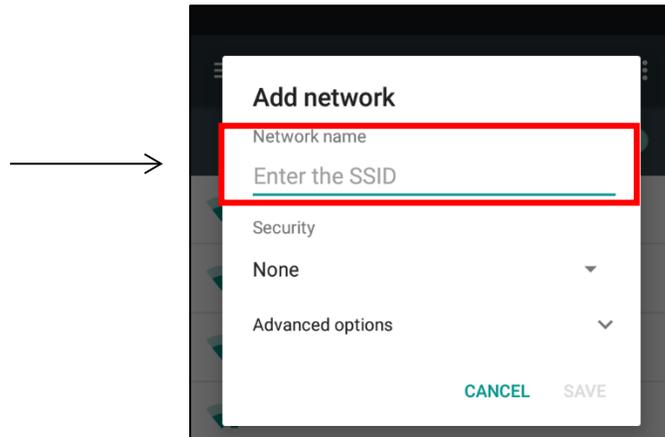
2. Once in the “Settings” menu, select the Wi-Fi settings option and then turn Wi-Fi on. After Wi-Fi is turned on, a list of available Wi-Fi networks displays. Local networks that have the SSID broadcast option enabled are listed, but if the desired network you need is not listed, you will need to manually configure the network.



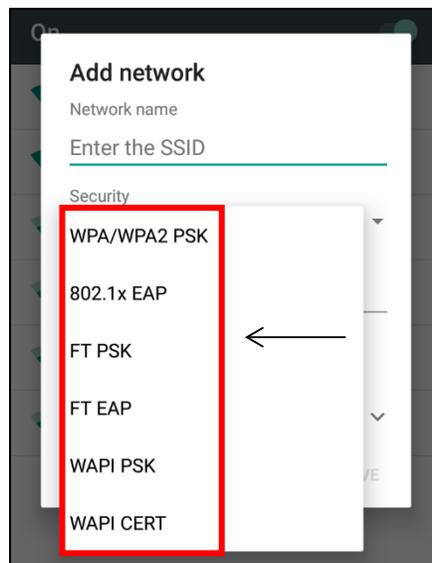
3. Scroll down to the bottom of the network selection menu and select “Add network.”



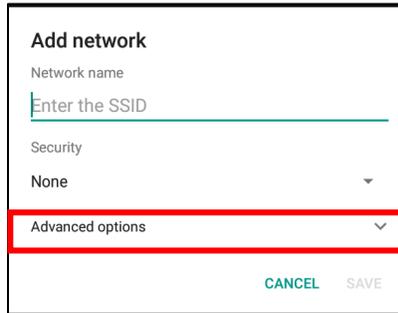
4. After selecting “Add network,” enter the case-sensitive network SSID in the input field that pops up.



5. Under “Security,” select the security type from the pull-down menu. Selections include WPA/WPA2 PSK, 802.1 x EAP, FT PSK, FT EAP, WAPI PSK, WAPI CERT.



6. Select “Advanced options.”



Add network

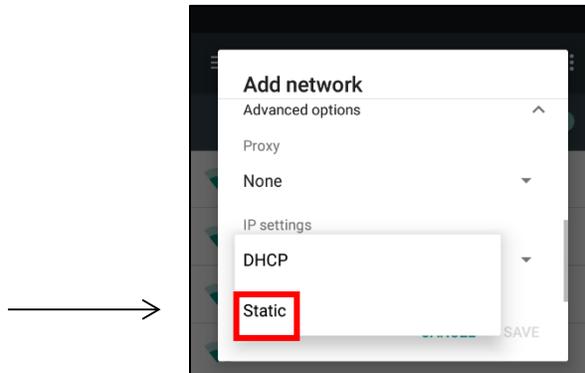
Network name
Enter the SSID

Security
None

Advanced options

CANCEL SAVE

7. Under IP settings, select “Static.”



Add network

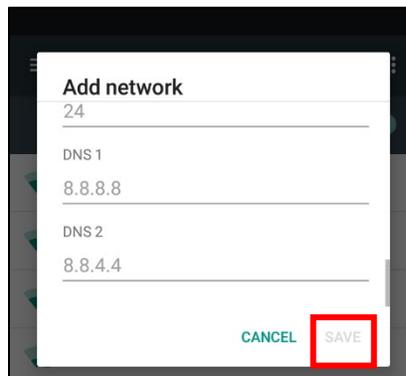
Advanced options

Proxy
None

IP settings
DHCP
Static

SAVE

8. Use the touch screen to scroll the pop-up window. Enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2. Once all fields have been entered, select “SAVE.”



Add network

24

DNS 1
8.8.8.8

DNS 2
8.8.4.4

CANCEL **SAVE**

12.5 Proxy Setup

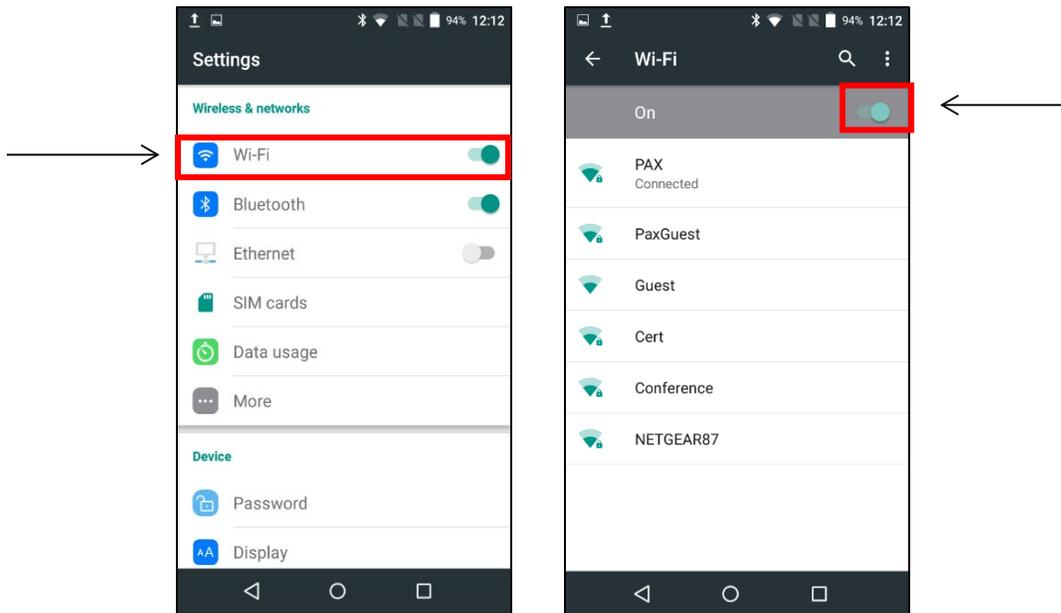
The A920 supports a proxy setup. In this case, another computer, or proxy server, acts as a hub through which the internet requests for the A920 are processed. By connecting through the server, the A920 sends its requests to the server which, in turn, processes the request and then returns the response to the A920. In this way, the server acts as an intermediary between the A920 and the internet.

To set up a Wi-Fi proxy, follow steps 1-8:

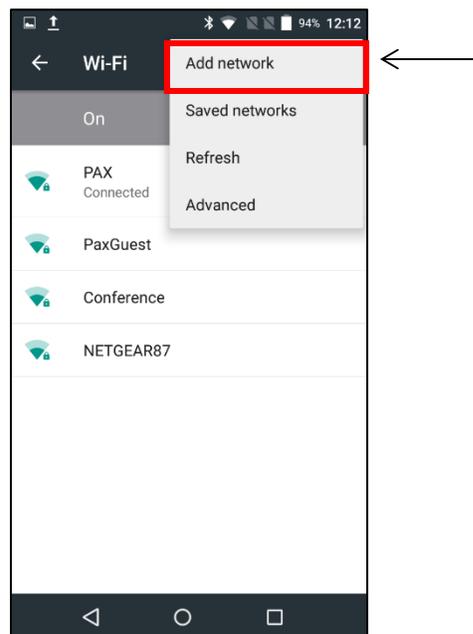
1. From the home screen, select “Settings” app in the bottom right-hand corner.



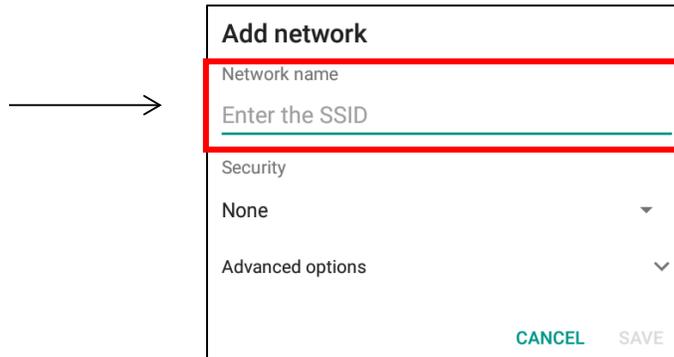
2. Once in the Settings menu, select the option for Wi-Fi and then switch Wi-Fi on with the button in the top right-hand corner.



3. After you turn on Wi-Fi, a list of available Wi-Fi networks displays. Local networks that have the SSID broadcast option enabled are listed, but if the desired network you need is not listed, you will need to manually configure the network. To manually configure the network, scroll to the bottom of the screen and select "Add network."



4. Enter the case-sensitive network SSID.



Add network

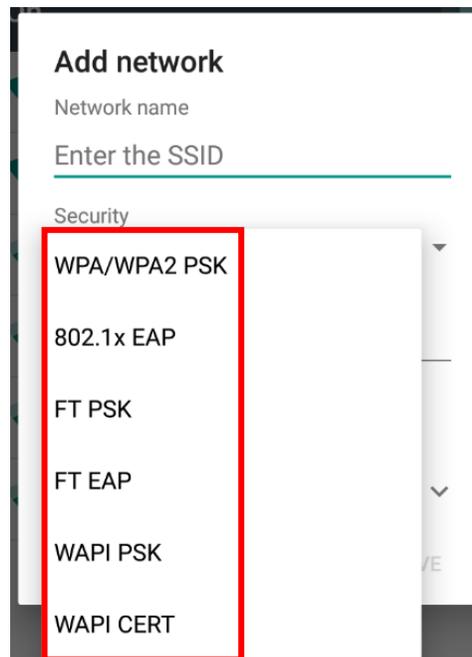
Network name
Enter the SSID

Security
None

Advanced options

CANCEL SAVE

5. Under Security, select the security type from the pull-down menu. Selections include WPA/WPA2 PSK, 802.1 x EAP, FT PSK, FT EAP, WAPI PSK, WAPI CERT.



Add network

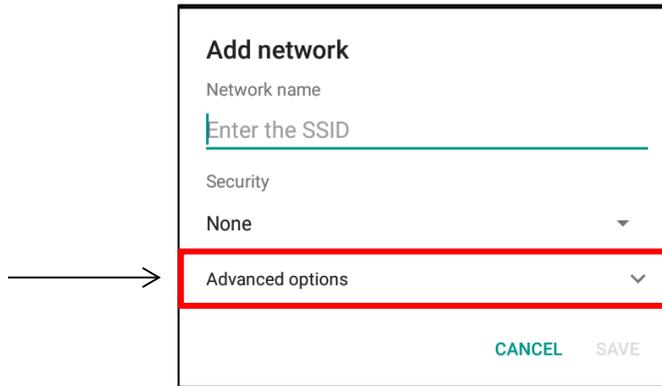
Network name
Enter the SSID

Security

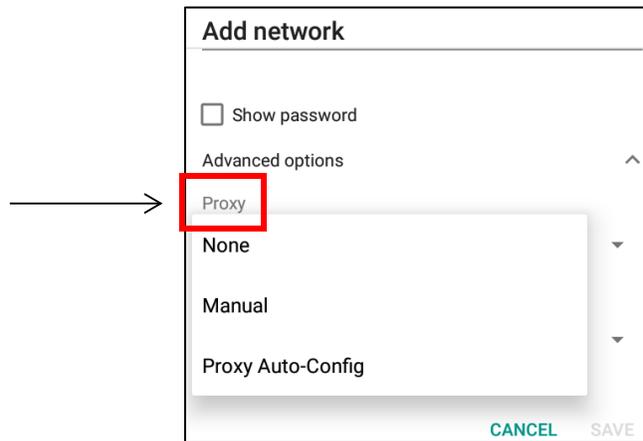
- WPA/WPA2 PSK
- 802.1x EAP
- FT PSK
- FT EAP
- WAPI PSK
- WAPI CERT

CANCEL SAVE

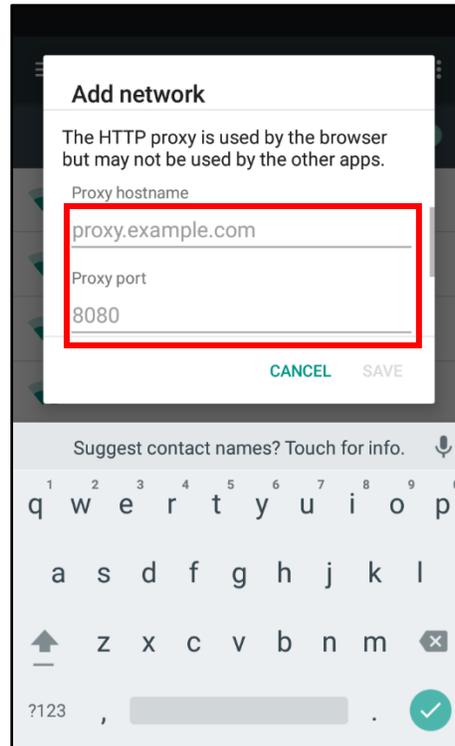
6. Select Advanced options and scroll down.



7. In Advanced options, under Proxy, select Manual.



8. After selecting “Manual,” scroll down to enter the Proxy hostname, Proxy port, and Bypass proxy.

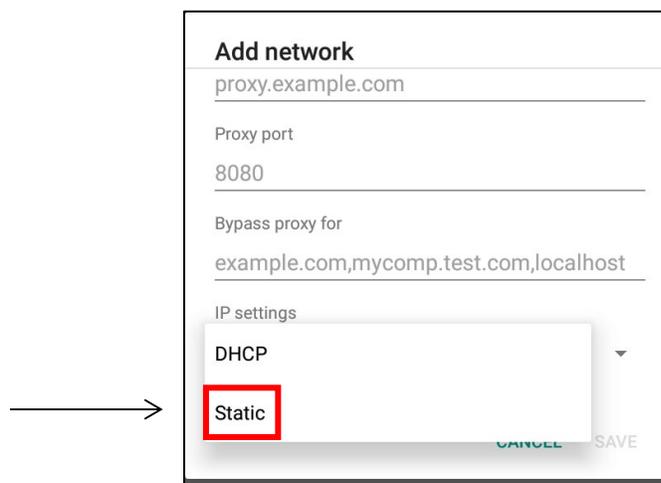


The screenshot shows the 'Add network' dialog box with the following fields:

- Proxy hostname: proxy.example.com
- Proxy port: 8080

The fields for Proxy hostname and Proxy port are highlighted with a red box. Below the dialog box, a keyboard is visible with the text 'Suggest contact names? Touch for info.' and a microphone icon.

9. Next, scroll down to select IP settings and select “Static.”

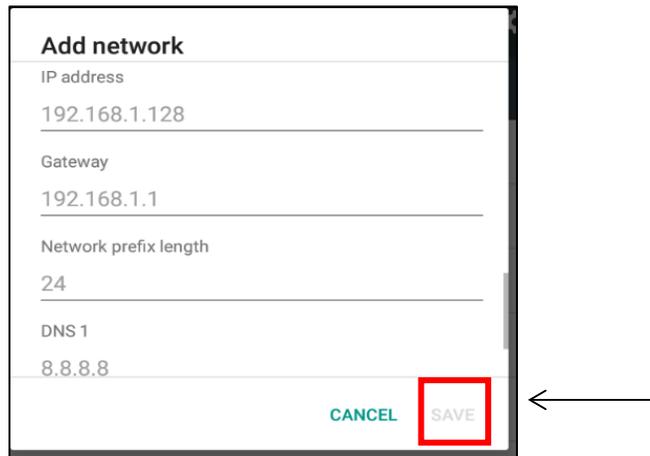


The screenshot shows the 'Add network' dialog box with the following fields:

- proxy.example.com
- Proxy port: 8080
- Bypass proxy for: example.com,mycomp.test.com,localhost
- IP settings: DHCP

The 'Static' option in the IP settings dropdown is highlighted with a red box. An arrow points to the 'Static' option.

10. After selecting “Static,” scroll down to enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2. Once all inputs have been entered, select “SAVE.”



The screenshot shows a mobile application interface for adding a network. The form is titled "Add network" and contains the following fields and values:

- IP address: 192.168.1.128
- Gateway: 192.168.1.1
- Network prefix length: 24
- DNS 1: 8.8.8.8

At the bottom of the form, there are two buttons: "CANCEL" and "SAVE". The "SAVE" button is highlighted with a red square, and an arrow points to it from the right side of the image.

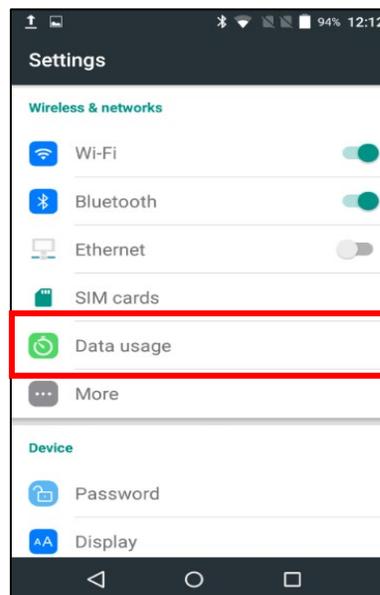
12.6 Cellular 4G Communication

The A920 supports 4G cellular communications. A SIM card is required to support cellular communication. Please see the Install SIM or Micro SD Card section for information about installing a SIM card. Your A920 may come with the SIM card already installed and ready to use when you receive your terminal. Please note, 4G communications will not work if the device is setup for either Wi-Fi or LAN communications at time of 4G communication setup.

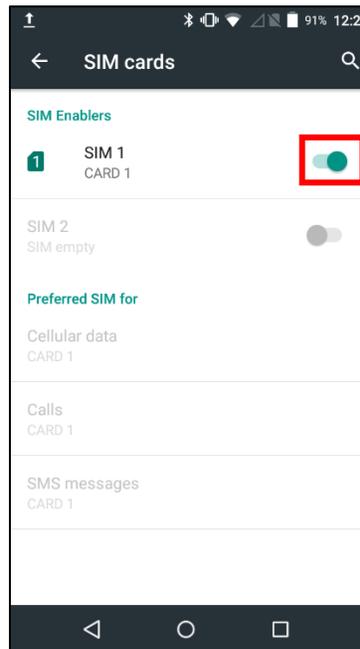
1. From the home screen, select “Settings” app in the bottom right-hand corner.



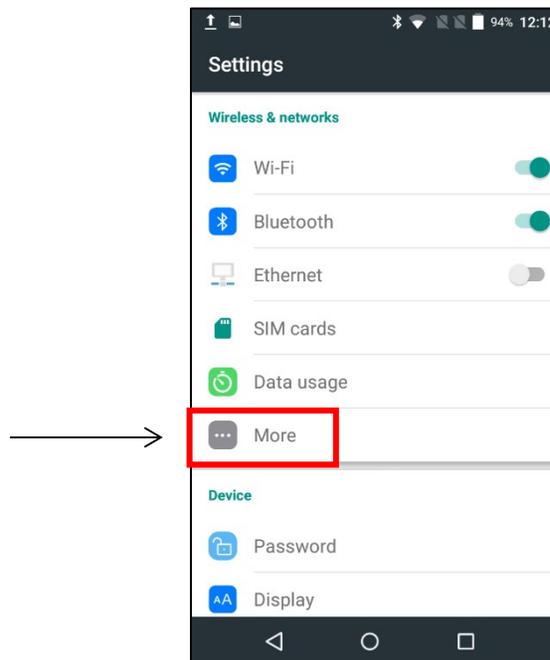
2. Select the “Data usage” option from the settings menu.



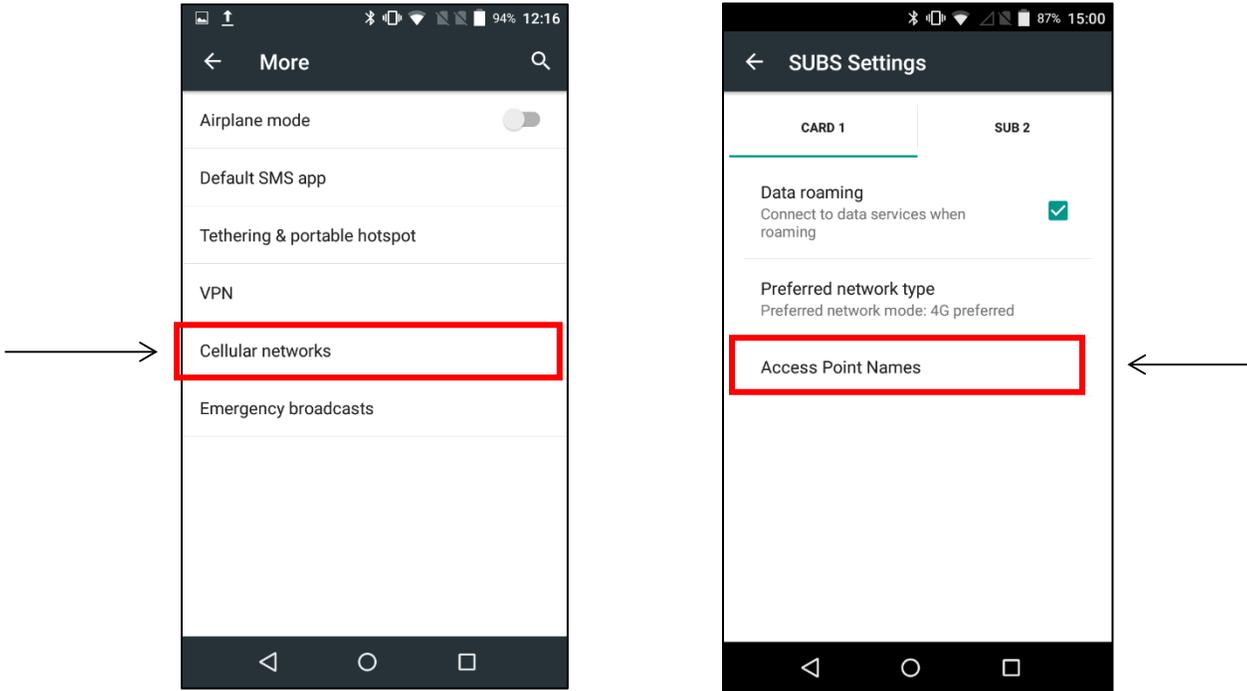
- From the “Data usage” menu, click the button to enable cellular data. This will allow the device to search for the network.



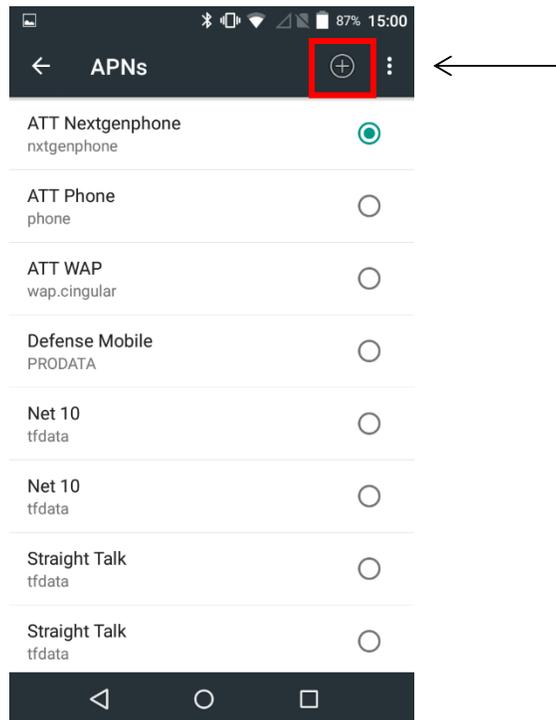
- Return to the main settings menu and select “More.”



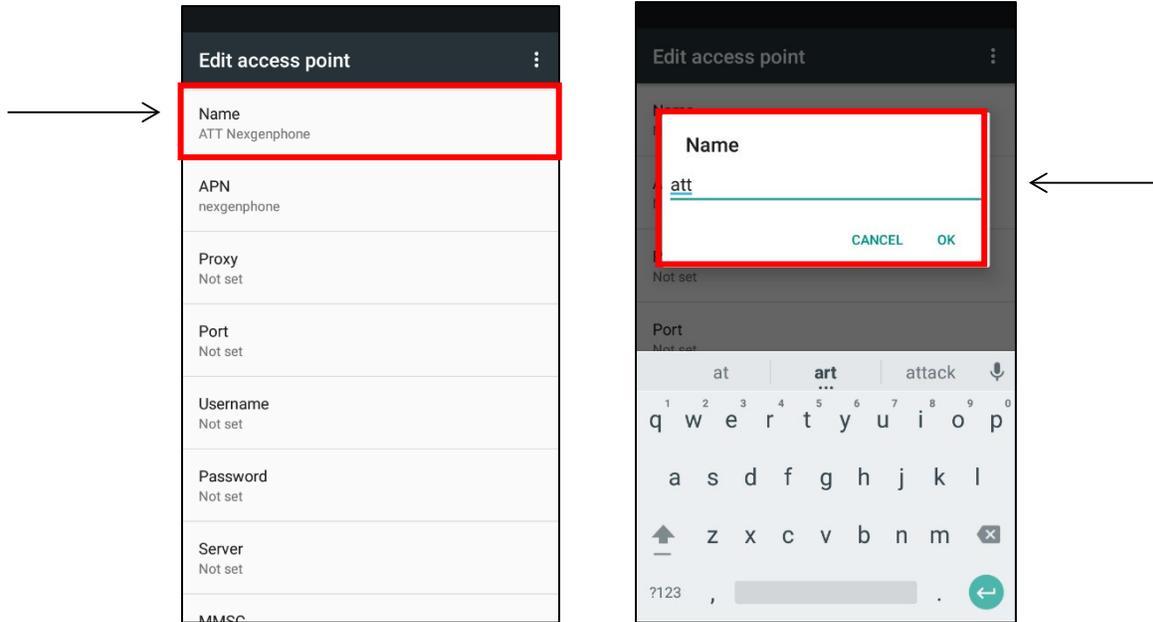
5. After selecting “More,” select the option for “Cellular networks.”



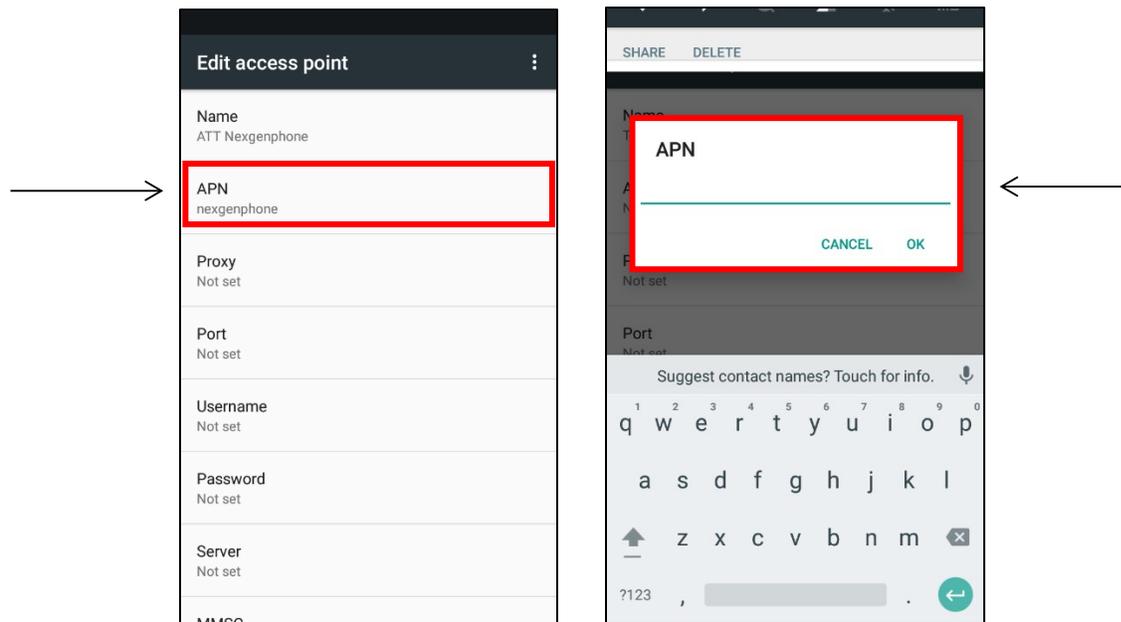
6. Next, if the device is not automatically detecting the network, select the + sign in the top right-hand side of the APNs menu to add a new network and then continue to follow steps 7-11. If the device is automatically detecting the network, select the network to connect.



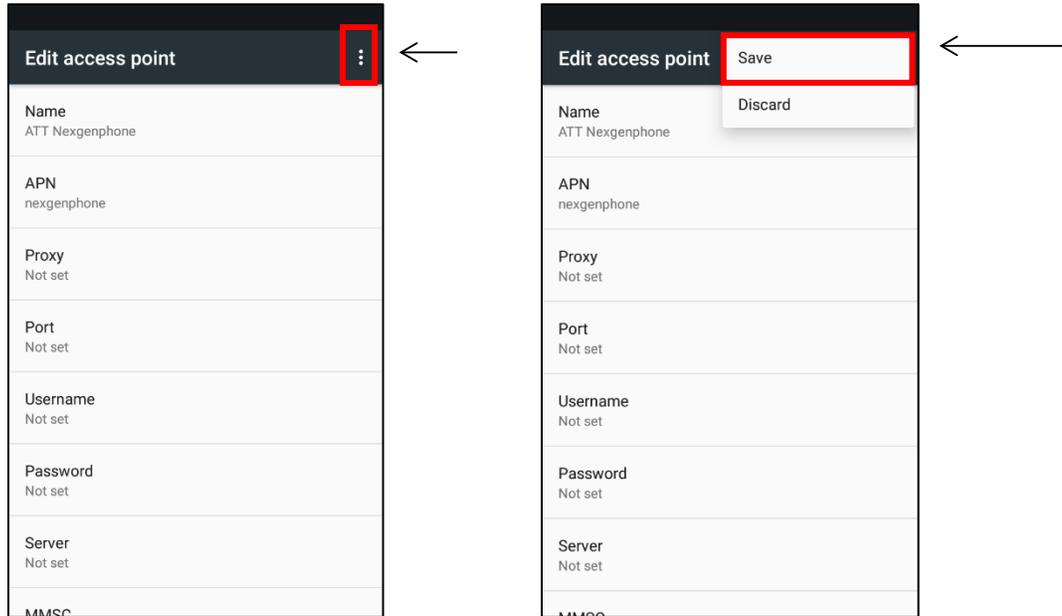
- After selecting the “Add access point” symbol, the “Edit access point” screen will pop up. Select “Name” to edit the new access point’s name, then type the desired name in the blank name field that pops up and select “OK.”



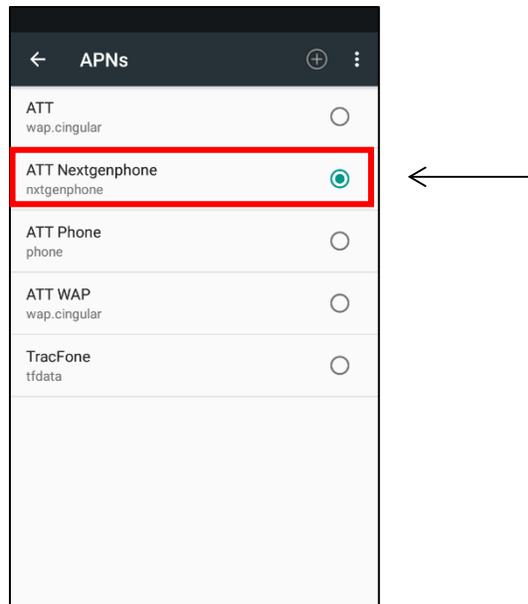
- After selecting “OK” and returning to the “Edit access point” menu, select “APN” and enter the network’s APN.



- After selecting “OK” and returning to the “Edit access point” screen, select the three-dot menu in the top right-hand side. A drop-down menu will appear. Select “Save.”



- After selecting “Save,” the updated APN menu will appear. Select the added network to connect before exiting the settings menu.



13 L920 Multi-Functional & Charging A920 Base

This section includes information for the optional L920 base models for the A920 terminal. With the L920 base, you have access to several ports and features that are otherwise unavailable without the base. The bases offer different features. The L920-BC can charge the terminal, while the L920-BM can charge the terminal and has multiple ports for communications and other peripherals.



L920 base with the A920

13.1 Packaging

This section is designated to provide more information about the L920 base packaging.

13.1.1 L920 Overpack Cartons

Fifty (50) L920-BC charging base boxes are shipped inside an L920 overpack carton. The dimensions of the overpack carton are 18 in. x 14 in. x 10 in. (45.72 cm x 35.56 cm x 25.4 cm). A packaged overpack carton weighs 16 lbs. (7.25 kgs).



Thirty (30) L920-BM charging base boxes are shipped inside an L920 overpack carton. The dimensions of the overpack carton are 18 in. x 15 in. x 7 in. (45.72 cm x 38.1 cm x 17.78 cm). A packaged overpack carton weighs 13 lbs. (5.89 kgs).



13.1.2 Multi-functional base Box

The dimensions of a L920 Multi-functional base box are 7.25 in x 6 in x 7.75 in (18.4 cm x 15.24 cm x 19.68 cm). A multi-functional base box weighs approximately 2.3 lbs. (.9 kg).



Please note there are labels with the part number and serial number of the L920 affixed to the outside of the box. You can retain the original boxes in case the unit needs to be returned to PAX for service.

NOTE

Part number, revision number and serial number labels for the L920 are affixed to the underside of the L920 unit.

13.2 Box Contents

The L920 multi-functional base box includes:



- 1 – L920 base
- 1 – User Manual
- 1 – Packaging Material

NOTE

Product images shown may be different than actual product received.

13.3 L920 Part Number and Part Number Description

Part Number	Description
L920-BC-1E0	Optional Charging Base
L920-BM-2E0	Optional Multi-Functional Base

The optional charging base is a countertop base that supports the A920 terminal. The base part number is L920-BC-1E0. This base provides charging capabilities and is a simpler form of its multi-functional counterpart.

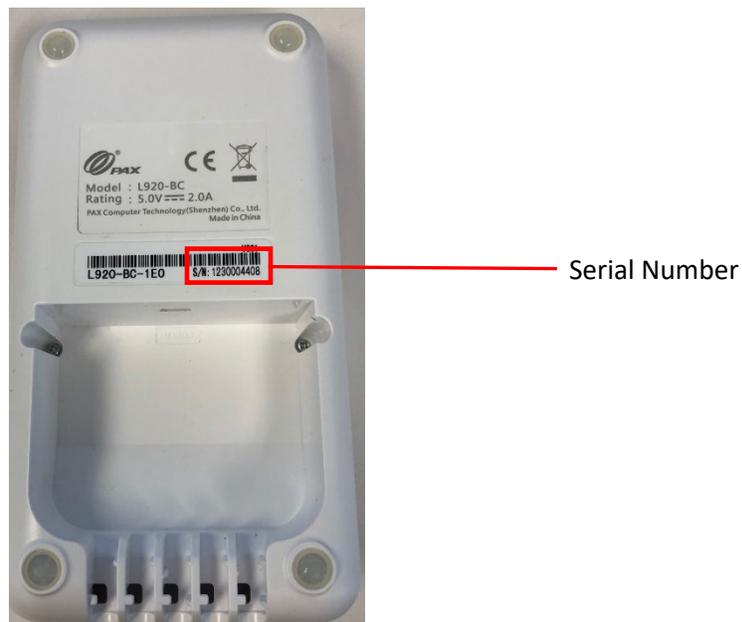
The optional multi-function base is a countertop base that supports the A920 terminal. The base part number is L920-BM-2E0. It charges the A920 as well as supports multiple communication and peripheral ports.

The multifunctional base supports the following:

- Ports (2 x HOST USB 2.0)
- 1 x RS232 (Serial port)
- 1 x RJ45 (LAN)
- 1 x DC 5.5mm Power Port

13.4 L920-BC & L920-BM Serial Number Location and Format

The serial number is located both on the hardware box, as well as the base of the L920 itself. Please see the image below for a reference to its location.

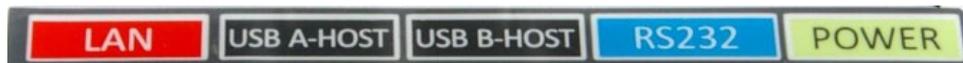


13.5 L920-BM Part Number, Hardware, OS and Boot Version

Title	Description
L920-BM-2E0	Optional Multi-Functional Base
Hardware Revision	v001

13.6 L920-BM Multiple Port Sticker

The multiport supports the following ports. Below is the port sticker identifying each port.



13.7 L920-BC Multi-ports

The base has multiple ports to support communications and peripherals.

- Ports (2 x Type-A HOST USB 2.0)
- 1 x RJ45 (Serial port)
- 1 x RJ45 (LAN)
- 1 x DC 5.5mm Power Port



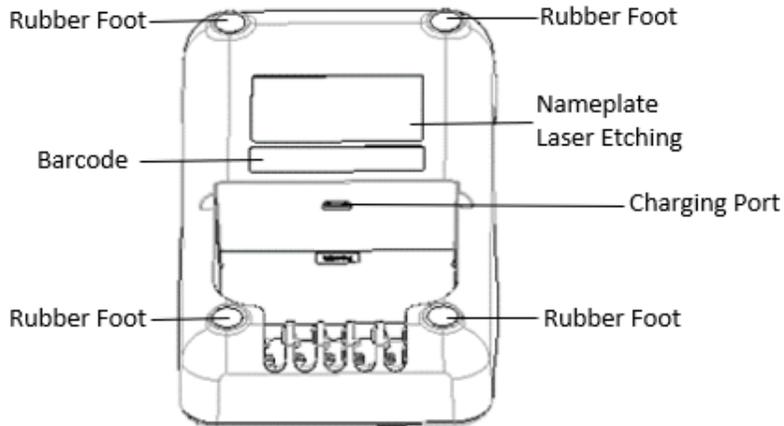
13.8 L920 Dimensions

L920 Dimensions: 6.3" (162mm) H x 4.7" (119mm) W x 5.76" (146.3mm)

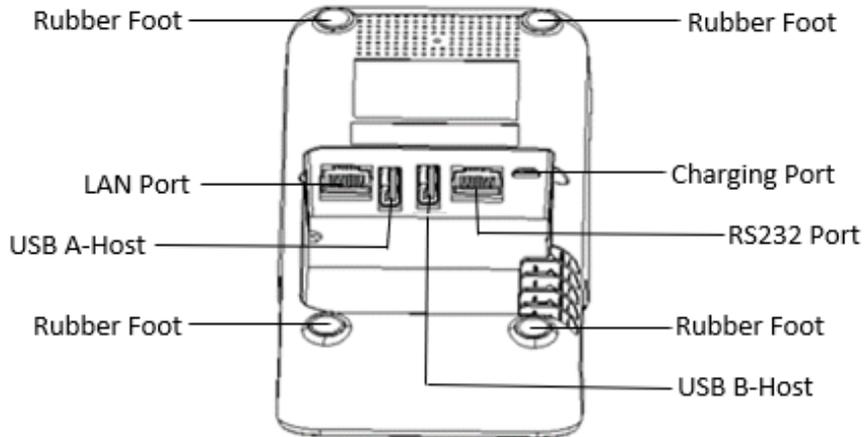
13.9 L920 Product Description

This section is designated to describing the L920 and other important information.

13.10 L920-BC Bottom View



13.11 L920-BM Bottom View



14. Frequently Asked Questions

This section provides answers to frequently asked questions.

1. What is the operating system of A920?

PAXBiz powered by Android 5.1.

2. There's no physical keypad; how can I meet ADA compliance?

You can use IM310 as an external keypad attached to A920. Please talk to PAX Sales team regarding details.

3. Power consumption of A920?

	Quiescent	Maximum
A920	5.8mA@12V	450mA@12V

4. What's the A920 screen brightness?

600 nits.

5. Does A920 support dual band Wi-Fi?

Yes, A920 Wi-Fi supports both 2.4GHz and 5GHz.

6. How many SAM slots does A920 have?

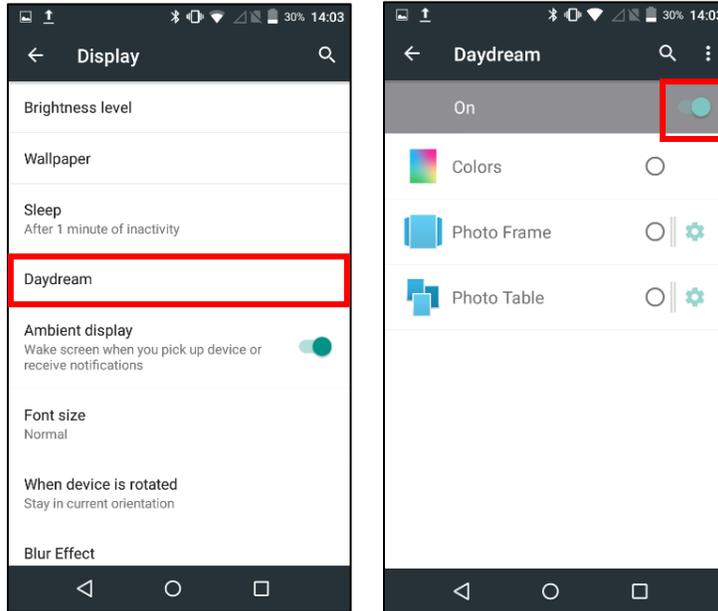
Three.

7. How many SIM slot does A920 have?

One.

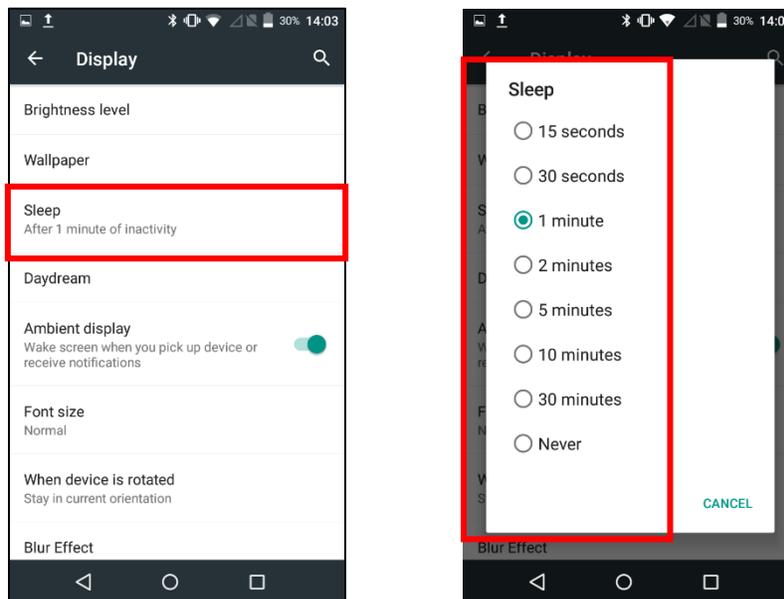
8. How to turn on/off the screen saver?

Navigate to the Settings menu from the home screen and then select “Display.” In the display settings, select “Screen saver.” Once the screen saver settings have been selected, the wallpaper can be turned off and on.



9. How to set the screen sleep time?

From the Display settings, select “Sleep.” After selecting “Sleep,” a menu allowing adjustment of the screen’s sleep time will pop up.



10. What is the RESET button?

The reset button is used to reboot the device. It is located on the backside of the device.



11. What should I do if the touchscreen is unresponsive or lags?

First confirm that the surface of the screen is free from liquids. If there is a protective plastic film over the screen, remove it before attempting to use the device again. Check to see if there are any metallic objects touching the screen or if there is a source of magnetic waves near the device. If there are, remove the metallic objects and keep the device away from any sources of magnetic waves before attempting to use it again.

12. What should I do if the camera is not reading barcodes?

- 1) Confirm that the code you are reading is placed properly with the locator light next to the camera and maintain approximately 10 cm from the camera. Also make sure that the barcode or QR code being read is not covered, stained, or otherwise damaged.
- 2) If there are signs of damage, replace the code being read. Check to see if the camera lens is clean. If there is a protective plastic film over the lens, remove that as well before attempting to use the camera again.
- 3) If reading the code off an electronic display, increase the resolution or screen brightness before attempting to read the code again. If there is no damage to the code, it's possible that the device does not support the code you are attempting to read, in which case you should contact an agent from your local vendor for possible solutions.

Pax Customer Support

For questions or help with the terminal installation please contact your service provider or PAX customer support.

PAX Technology Inc.
8880 Freedom Crossing Trail
Building 400
3rd Floor, Suite 300
Jacksonville, FL 32256

E: support@pax.us
T: (877) 859-0099
W: www.pax.us

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