Heartland | Cash Register Express

PAX A920 Setup Guide

Rev 07/2020

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Date	Product Version	Author	Summary
07/07/2020	13.1017	BG	Original document introduced.

Overview

This article describes how to configure Cash Register Express to use the PAX A920 device to process payments. The A920 terminal is an Android based, multilane transaction processing and mobile smart terminal. This service is only supported by Heartland Payment processing.

To function properly, the device must be loaded with a Special PAXStore template for CRE.

We recommend you make any adjustments to the device at the PAXStore level to ensure that, if the device's firmware is ever updated or changed, those updates will include the site-specific settings. If you do not set them at the PAXStore level, your settings will be overwritten by any downloads.

Prerequisites

▸ You must add an A920 SKU to an opportunity in Salesforce.

▸ The merchant account must have a Heartland Processing MID in Salesforce to complete the order.

▸ The merchant must be processing with Heartland Payments Systems.

▸ The merchant must be using CRE version 13.1017 or later.

If you have any questions or concerns regarding the PAX A920 device, please email them to paxsupport@e-hps.com, or call 1.888.909.8498.

Connecting the A920 Device to a Local Wi-Fi Network

You will need to set the A920 device to connect to the site's wireless network.

1 Turn on the device.

2 In Home Screen, tap **Settings**.

3 Enter the password (9876), then select **OK**.

4 Tap **Wi-Fi**.

5 Select your local network.

6   Enter the network's password, then tap **Connect**.

7   Wait until the device connects, then tap the Wi-Fi network's icon.

      The app will display the network settings.

8   Record the IP address.

You will need the IP address to configure CRE to communicate with the device.

Configuring Static IP

1   Long hold your Network icon.

2   Select **Modify Network**.

3   Check the **Advanced Options** box.

4   Scroll down and change DHCP to **Static**.

5   Scroll down and enter the desired IP address, Gateway, and DNS information.

6   Select **Save**.

Connecting the A920 Device with an Ethernet Connection

To connect the A920 to a local network with an Ethernet connection, you must use the device with the L920 base. For more information on the L920 base, see the **L920 Base** section at the end of this guide.

1   Turn on the device.

2   In the Home Screen, tap **Settings**.

3   Enter the password (9876), then tap **OK**.

4   Tap **Ethernet**.

5   Tap **Ethernet Configuration**.

6   Tap **Static/DHCP**.

      The device will prompt for the IP Address, Subnet Mask, Gateway and DNS.

7   Enter the IP Address, Subnet Mask, Gateway, and DNS.

8   After you enter the necessary information, tap **Connect**.

Verifying ECR Com Settings

1   From the main screen, launch the Portico application and enter password (916860).

2   Select **ECR Com Settings.**

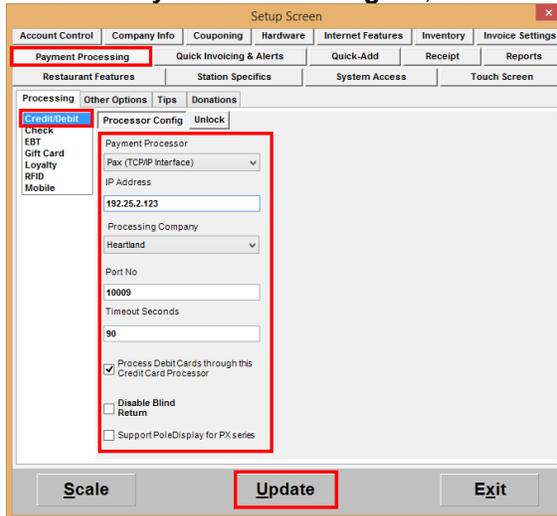**3**   Verify that the **Host Port** number is set to 10009.

Configuring the A920 in CRE

Credit/Debit Payment Setup

1   From the **Options/Manager** screen, select **Setup,** then **Setup Screen**.

2   From the **Payment Processing** tab, select the **Processing** subtab, and then select **Credit/Debit**.

3   From the **Payment Processor** list, select **PAX (TCP/IP Interface)**.

4   Enter the static IP address assigned to the PAX.

5   From the **Processing Company** list, select Heartland.

6   Enter 10009 for **Port No.**

Optional:

- If you are set up with Heartland to process debit cards, put a check in the box next to **Process Debit Cards**.

- Put a check in the box next to **Disable Blind Return** if you wish to require original receipt information when processing a return.
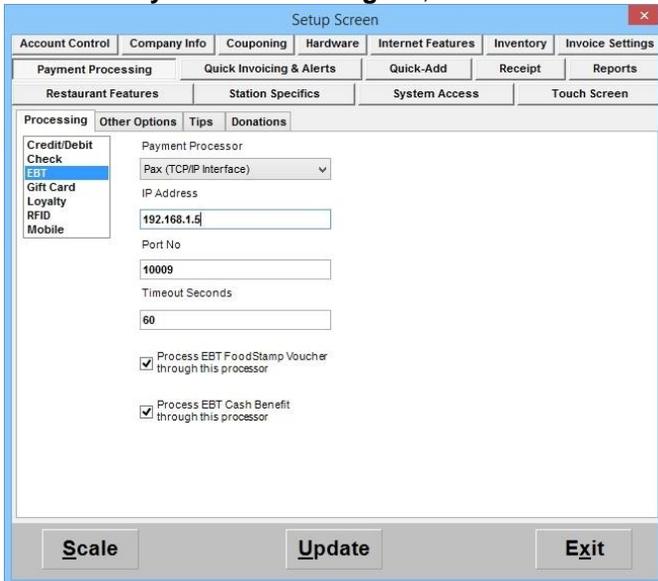
7   Select **Update** to save your changes.

EBT Payment Setup

1 From the **Options/Manager** screen, select **Setup**, then **Setup Screen**.

2 From the **Payment Processing** tab, select the **Processing** subtab, and then select **EBT**.

3 From the **Payment Processor** list, select **PAX (TCP/IP Interface)**.

4 Enter the static IP address assigned to the PAX.

5 From the **Processing Company** list, select Heartland.

6 Enter 10009 for **Port No.** and check appropriate boxes to indicate accepted EBT payment types.

- Enabling **Process EBT Foodstamp Voucher** determines if FoodstampVoucher is an option in the EBT payment type prompt in CRE.
- Enabling **Process EBT Cash Benefit** determines if Cash Benefit is an option in the EBT payment type prompt in CRE.

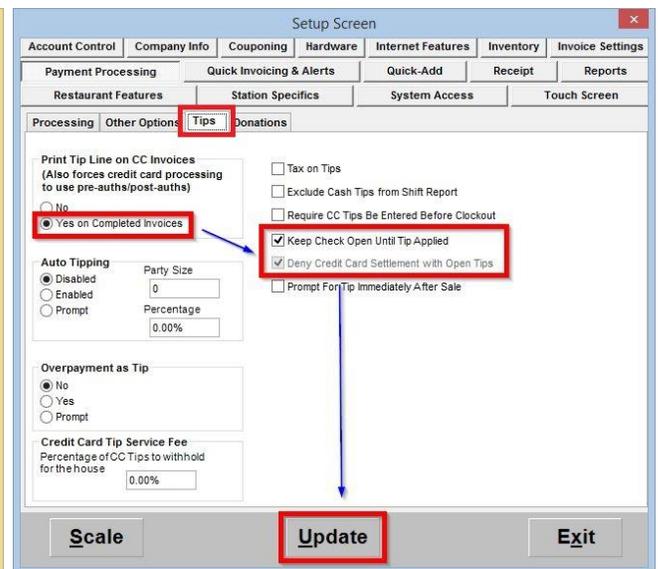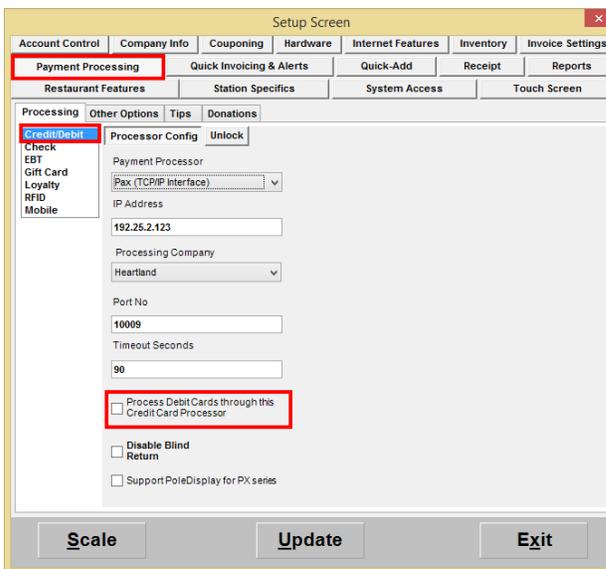**7** Select **Update** to save your changes.

Tip Line Setup

Note: You cannot process debit card sales when tips are enabled.

1 From the **Options/Manager** screen, select **Setup**, then **Setup Screen**.

From the **Payment Processing** tab, select the **Processing** subtab, and then select **Credit/Debit**.
Make sure the box for **Process Debit Cards through this Credit Card Processor** is **unchecked**.

2 Select the **Tips** subtab and verify that **Yes on Completed Invoices** is enabled.

3 Check the box next to **Keep Check Open Until Tip Applied** (Optional).

4 Select **Update** to save your changes.

Tip Prompt Setup

The PAX A920 device can be configured to prompt for tip during the sale. If you wish to use this feature, please be advised of the following:

‣ The prompt tip feature must be enabled on the processor's side as well.

‣ This feature is only available for CRE version 13.1017 and higher.

‣ You must configure this feature when there aren't any invoices open. (Perform a settlement before configuring).

‣ This cannot be used with the **Bar Tab** feature.

1   From the **Options/Manager** screen, select **Setup**, then **Setup Screen**.

2   From the **Payment Processing** tab, select the **Tips** subtab.

3   Verify that **Yes to Completed invoices** is selected.
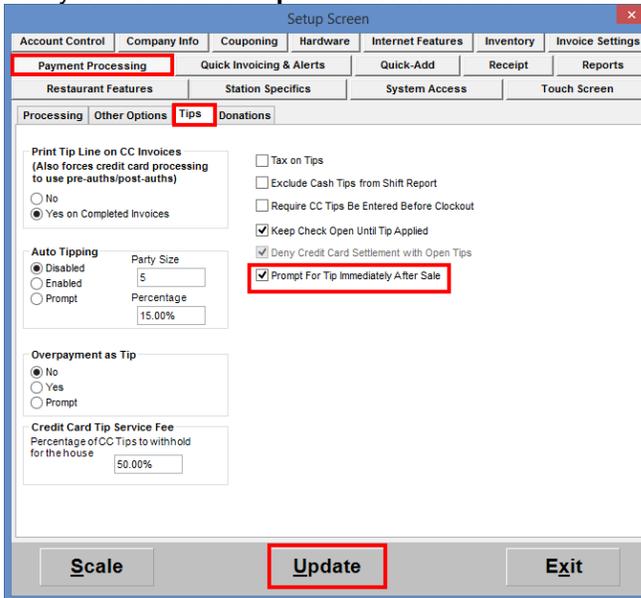
4   Check the **Prompt For Tip Immediately After Sale** checkbox.

5   Select **Update.**

Note: You must restart CRE at all stations after saving changes.

Using the A920 Payment Terminal

Launching Portico Application

The following procedures launch the Portico application on the A920 device, allowing transactions to be processed. The device should remain in this mode for the POS to complete credit card transactions.

1   From the main screen, find the Portico application.

2   Double tap to launch the application.

Printing Credit Card Slips

To set up signature capture and printing through the A920 device, follow these steps:

1   Launch the Portico application as indicated above.

2   Select the **Menu** icon in the upper right corner, enter the default password (916860).

3   Select **Operation Settings**.

4   Select **Signature Type**.

5   Select signature preference.
- Select **Print on Paper** to print a receipt for guest to sign.
- Select **E-signature** to allow guest to sign on device.

Completing Payment Transactions

The following procedures describe how to process a credit card transaction with the A920 device. If the device is connected to the local network with an Ethernet connection, it must remain connected to the L920 base to process the transaction.

1   In the POS, select an invoice to pay and then select a credit card payment.

If the app is set to prompt for a tip, it will do so.

2   If prompted for a tip, enter a tip amount, then tap **Submit**.

3   When the app displays the **Please Enter Account** prompt, enter the card's number.
- If the card has an EMV chip, you can dip the card or tap it against the front sensor.
- If the card has no EMV chip, you can swipe it.
- If these methods are unsuccessful, you can type the card number into the **Please Enter Account** box, then tap **Confirm**.

4   If the site uses surcharges, the device may display a notification prompt.

5   If the device displays the surcharge prompt, tap **OK**.

If you have dipped the card, the app will prompt you to remove the card.

6   If prompted, remove the dipped card.

The device will process the payment.

In the app's settings, you can also configure the payment screen to include Apple Pay, Google Pay, and Samsung Pay as payment options.

L920 Base

If you want to use the A920 as a wireless solution, we recommend that you use it with the L920 base. The L920 base has various benefits, as it offers a place to host the A920 terminal while charging and enables you to connect the device to the network with an Ethernet connection instead of Wi-Fi. When the A920 is docked, you can configure both the dock's Ethernet connection and Wi-Fi connection to a static IP address. When the A920 device is lifted from the L920 base, it keeps the same IP setting, preventing disconnection from the network and POS.

The L920 base is not included with the A920 device. You must order from a third-party vendor.

Benefits

‣ Offers safe charging solution.
‣ Wired to Wireless connection seamlessly.
‣ Micro USB not exposed, preventing damage.

Setting the IP Address for Wi-Fi and Ethernet Connections

1 Tap **Settings**.

2 Tap **Ethernet**.

3 Scroll to **Configure Ethernet Device**.

4 Select **Static**.

5 Enter the necessary IP information.

6 Tap **Save**.

7 Go back to **Settings**.

8 Select Wi-Fi.

9 Forced press your Wi-Fi network.

10 Tap **Modify Network**.

11 Select **Advanced Options**.

12 Scroll down.

13 Tap **IP Settings**, then tap **Static**.

14 Scroll down.

15 Enter the same necessary IP information.

16 Tap **Save**.