



Pax A920 Pro Step by Step Process Guide

Agenda

01 Register Your Terminal

02 Activate Your Device

03 Charge your Device

04 Connect to Wi-Fi

05 Install/Change the Paper Roll

06 Resources

Section 1

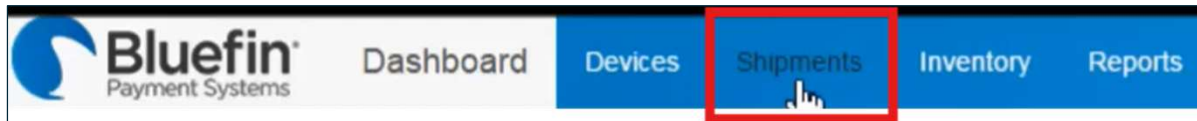
Register Your Device/Terminal

Step 1: Log in to P2PE Manager (link in email)

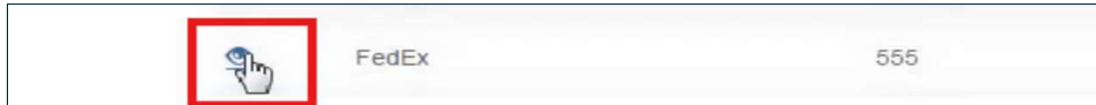
- Log in using the Username and Password you have been provided

<https://bluefin.p2pemanager.com/login>

Step 2: Navigate to the shipments tab and locate your device



Step 3: Click on the “view” button next to the device



Step 4: Click on the “receive” button next to the device

Shipment		Devices						
Tracking:	555	Serial Number	Alternate Key	Device Name	Tamper Label	Device State	Received Date	Received
Carrier:	FedEx							
Shipment Type:	KIF Shipment	555***55	555***55	555	<< not received>>	In Transit		Recd

Register Your Device/Terminal

Step 5: Open the box but **NOT** the tamper bag (if not already done)

Step 6: Locate the tamper label (plastic) and serial number (back of device)

Step 7: In P2PE Manger enter the serial number and the tamper label number and click okay



The screenshot shows a web form titled "Receiving device 555***55". Below the title, there are two input fields: "Serial number or Alternate key *" and "Tamper label". Both fields are highlighted with a red rectangular box. Below these fields, there are two buttons: "OK" and "Cancel". The "OK" button is also highlighted with a red rectangular box.

Your device is checked in!

Section 2

Activate Your Device/Terminal

Step 1: Navigate to the “Devices” tab



Step 2: Locate the device and click the pencil icon to the left

	555	555	555	SREDKey	Stored	Chicago Office
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Step 3: Change the device state to “Activating” and click save

Device State *

Current State: Stored Activating

Device Type *

SREDKey

Audit Next Date

08/03/2017 

Firmware Version

Firmware Version

Firmware Update Date

08/03/2016 

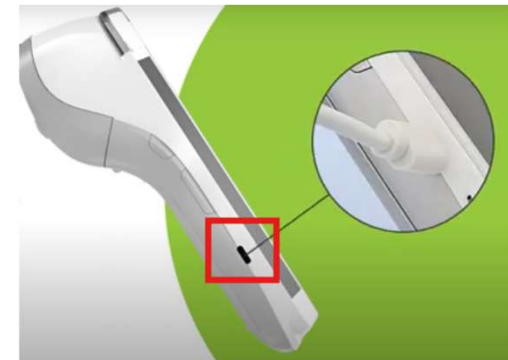
Save Cancel

You can now process transactions!

Section 3

Charge your Device/ Terminal for the First time

- Push battery cover latch to the right
- Remove the battery case and lift out the battery
- Remove the battery protective strip
- Re-insert the battery and replace the battery case
- Connect the micro-USBCable to the port on the left side of the terminal to charge



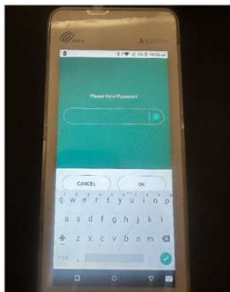
Section 4

Connect your Device/Terminal to Wi-Fi

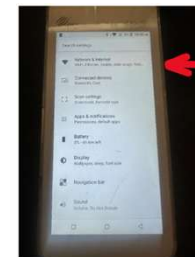
1. From the main screen press “setting”



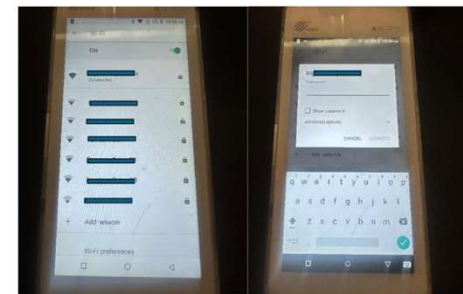
2. Enter the device password, pax9876@@, and press OK



3. Press Wi-Fi and select a network you would like to connect to



4. Enter the Wi-Fi password and press “connect”



Wi-Fi still not working

- **Test your Wi-Fi connection** with another device on the on the wireless network you are connecting the terminal to
- If you can access **paymentservicenetwork.com** with another device, the terminal should be able to connect to the website
- Still unable to connect to Wi-Fi, it may be a firewall issue.
 - Work with your IT provider and follow the instructions on the PAXSTORE Clients side firewall configuration quick reference guide.

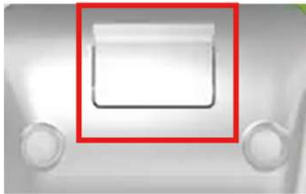
Still having issues

- contact your Service Account Manager directly or the **Service Account Manager** team at SAM@paymentservicenetwork.com and PSN will help troubleshoot

Section 5

Changing the Printer Paper Roll

1. On the back of the terminal pull the lever to open the paper lid



3. Insert the new paper roll with the glossy side facing up



2. Remove the paper roll from the slot



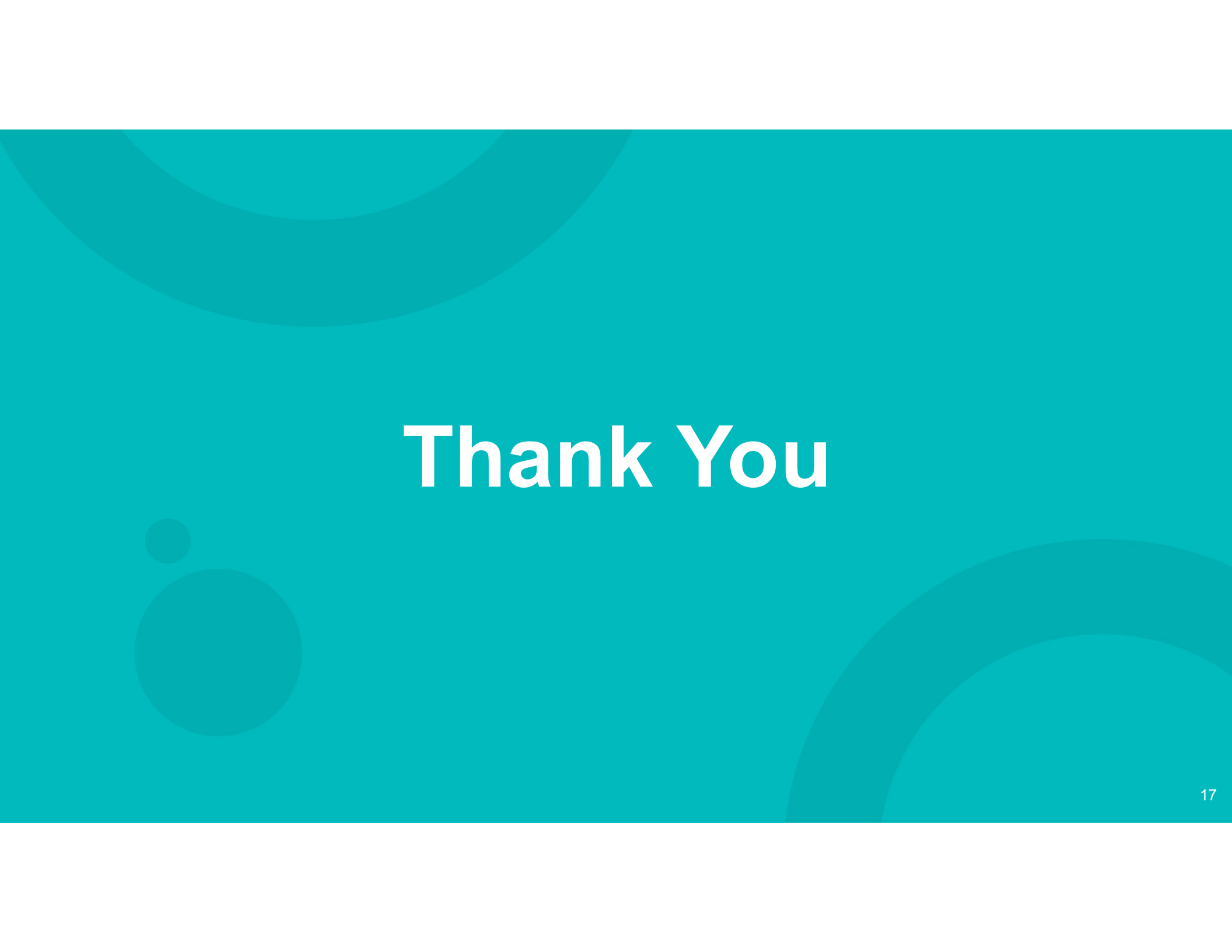
4. Pull out about 2 inches of paper, close the lid over it and tear off the excess paper



Section 6

Resources

- Need additional assistance or resources
 - sam@paymentservicenetwork.com
 - FAQ Document
 - Connecting to the Wi-Fi
 - PaxStore document for whitelisting IP address
 - P2PE Manager Video – (2-minute video on registering and activating your device)

The background is a solid teal color. It features several abstract, semi-transparent shapes: a large, light teal arc in the top left; a smaller, darker teal circle and a larger, lighter teal circle in the bottom left; and a large, light teal arc in the bottom right.

Thank You