

# User guide A920 Pro

Stand-alone

Version: 1.7



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# 1. First startup

During the initial start it is mandatory to assign a Manager Password, which is used to protect certain functions. Optionally a connection to a WiFi network can be performed.

Boot	Activation	Parameters
kine kan bereferred and a second seco	<section-header><section-header><section-header></section-header></section-header></section-header>	Obtaining terminal parameters
The terminal will be power up by holding in the button and the start sequence will begin.	Press 'Start' once ready to start the activation process.	The terminal will start to remotely retrieve the information that has been assigned to it.



# 1.1 Assigning Manager Password

It is necessary to assign a Manager password. This will be used to protect certain functions such as 'Refund' and 'Reversal' so that only authorized users can perform the transaction types.



# 1.2 Connect to a wireless network (WiFi)

To connect to a wireless network, follow the instructions below:

Step 1	Step 2	Step 3	Step 4
Connect the terminal to wi-fi?	Network & Internet : Wi-Fi Net connected	← Wi-Fi On ●	144-4
	Ethernet     Mobile network     Telenor CXN	TernDemo      Connected     EscReptM0     Ê	
	Data usage 46.90 MB of data used     Hotspot & tethering	<ul> <li>Melseur Gyun</li> <li>Propert Gyunza</li> </ul>	
	( <sup>19)</sup> Off	<ul> <li>▼ the givest</li> <li>■ EXections</li> <li>■</li> </ul>	Рау
Yes No	o⊷ VPN None Mobile plan	<ul> <li>EWE Instance for an environment of the second second for the second se</li></ul>	
Skip and don't ask again	Airplane mode		
Choose 'Yes' if a connection to a WiFi- network is to be established.	To see available wireless networks to choose from, press the 'Wi-Fi' option.	Choose wireless network and provide relevant password, then press the 'back' button twice.	Final step before being able to perform transactions is to press the 'arrow down' animation.



# 2. Performing transactions

Various transaction types are supported by the terminal and this chapter provides an overview of the transaction types and how to perform them.

# 2.1 Card technology

A payment card most often support different payment technologies which normally are Contactless, Chip and Magnetic stripe.





# 2.2 Performing a Purchase

To initiate a purchase, follow the instructions below:



More information about reading of a debit/credit card by a cardholder can be seen in the chapter "Card technology – Purchase".



#### 2.2.1 Transaction result – Purchase

A Purchase will either be Approved or Declined which will be visibly clear and the transaction result will also be accompanied by audio signals indicating whether a Purchase has been approved or declined.

Reasons for a Purchase to be decline may vary but some examples are that the cardholder has provided incorrect PIN, that the cardholder account does not contain the necessary funds to perform the Purchase or various technical causes such as not being able go online when required. Normally technical issues may be intermediate but in those event that the problem persist, it is advised that Swedbank Pay support is contacted for troubleshooting.

An Approved or Declined purchase will be displayed as seen below. A Declined message may contain additional information if available, indicating the reason for the rejected Purchase.





# 2.3 Purchase with Extra

#### 2.3.1 Purchase with Extra - Activation

In order for cardholder to be prompted to include Extra to a purchase, the functionality must first be enabled. Terminal configurations may vary so Extra may already be activated by default in which case no actions are necessary, but if Extra is not activated the instructions below provide guidance on how to active the feature:

Step 1	Step 2	Step 3	Step 4
Choose your transaction type <ul> <li> <ul></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul>	Menu   Customer's receipt   Merchant's receipt   Jupdate operator ID   Jupdate operator ID   Jupdate operator ID   Jupdate operator ID	<ul> <li>←</li> <li>Admin</li> <li>Enter password</li> <li>●</li> <li>1 2 3 ×</li> <li>4 5 6 ←</li> <li>7 8 9 </li> <li>0 ,</li> </ul>	← Admin/Configuration → Reports → Restart Terminal →
Enter the menu options by pressing the dotted line	Choose 'Admin menu'	Enter the Admin password provided by Swedbank Pay in a confirmation mail	Choose 'Admin/Configuration' alternative
Step 5 <ul> <li>Admin/Configuration</li> <li>Android Settings</li> <li>Export Logs</li> <li>Extra/Tip</li> <li>Extra/Tip</li> <li>Factory Reset</li> <li>Manager Password</li> <li>Manager Password</li> <li>Offline Transactions</li> <li>Send StatusReport</li> </ul> <li>Choose 'Extra Tip'</li>	Step 6 ← Extra tip Enable extra tip feature ● From this point it's feasible		
alternative	to enable/disable the Extra dialogue during a purchase		



#### 2.3.2 Purchase with Extra - Usage

When Extra is enabled a cardholder will be presented with additional dialogues during a purchase which consist of possibility to include an Extra amount.

Initiate a standard purchase as described in [Performing a purchase]. Once the purchase amount is entered and verified and the terminal is handed over to the cardholder who is presented by the following options:

Amount entry menu	Alternative A		
Purchase         10 kr         Ad the purchase amount         1       2       ×         4       5       6          7       8       9           0       ,             1       0       ,             1       0       , <th>Image: Second secon</th>	Image: Second secon		
	Alternative B		
rent of the second seco	Add a new total amount 15 SEK 10 SEK + 5 SEK added extra 1 2 3 X 4 5 6 ¢ 7 8 9 0 0 , Powered by • Py • • • • • • • • • • • • • • • • •		



# 2.4 Purchase with Cash-back

To perform a purchase with cash-back, follow the instructions below:



Worth pointing out that there is a dependency to the card used, meaning all cards are not allowed to be used for 'Purchase with cashback'.



# 2.5 Purchase with APM

APM (Alternative Payment Methods) is a functionality that allows for transactions to be performed without the use of a cardholder card and offers alternative methods of payment such as Swish/Vipps/MobilePay, invoice, instalment and similar. For the functionality to be activated, please contact your local Swedbank Pay branch.

Terminal Step 2 Purchase Alternative payment Choose your method transaction type Scan with mobile camera to choose a different payment method  $\oplus$ 10 kr Purchase Add the purchase amount Tap card to pay С F 10,00 SEK Refund Purchase with 2 3 X 1 cashback 4 5 6 ÷ Click here for alternative payment methods **...** б APM refund Reversal 7 8 9  $\oslash$ Cancel 0 Back Powered by 🛞 Pay ۲ Powered by ఱ Pay ۲ Powered by 😞 Pay ⊕ Powered by 😞 Pay ۲ ••• Choose transactions type Enter amount and verify Choose the option to pay The customer will be 'Purchase with cashback' with alternative payment with green button instructed to use mobile methods camera to scan the QR code **Mobile phone** Step 1 al 56 i HQR cernative payme e Pay © ~ method Scan with mobile camera to choose a different payment method Swedbank Pay Charity ent by terminal - 522c8743-378c-4109-ac 59-18f8e5f1a197 Swish 0 > Betala med din mobi Faktura Köp nu, betala sen 5 Direkt bankbetalning > abb betalning från ditt bar 👷 Delbetalning  $(\bigcirc)$ Scan QR code with mobile The smart phone will phone camera and click on route the user to the the link that appear available payment methods



# 2.6 Performing a Refund

Refund is used upon customers returning goods and a transaction is refunded.





# 2.7 Performing a Refund with APM

Refund is used upon customers returning goods and a transaction is refunded.



In the event that that APM refund is Declined (see example below) it is usually due to incorrect entry of the 16-digit number found on the APM Purchase receipt. Recommendation is to try again and doublecheck entered digits and in case that fails, contact Swedbank Pay Support.





# 2.8 Performing a Reversal

A reversal can be useful to perform when a mistake is noticed e.g. incorrect purchase amount has been entered and the latest performed transaction needs to be reversed.

A Refund can be performed for the same reason but the difference is that a Refund is not limited in time and it takes 3-5 banking days for the financials are refunded to the customer, while the financials are returned to the customer immediately when a reversal is performed (but then it is limited to the latest performed transaction).



A reversal can only be performed once for the previous transaction. If no transactions are available for reversal or if additional reversal attempts are performed after a successful reversal, they will be rejected as seen below.





# 3. Reports

It is feasible to print or display a X and Z report. An X totals report provides a snapshot of the transactions performed since the beginning of the day and will not reset the totals to zero. A Z report provides the same information as a X report but with the difference that Z report resets transaction counters to zero. To gain access to reports, follow the steps below:

Step 1	Step 2	Step 3	Step 4
Choose your transaction type	Choose your transaction type	← Admin	← Menu
+ Purchase	Menu	Enter password	Reports →
Purchase with Refund cashback	Customer's receipt → Merchant's receipt →	1 2 3 X	
APM refund Reversal	Update operator ID → Admin menu → Logout →	4 5 6 <del>←</del> 7 8 9 ⊘	
Powered by 🌏 Pay 🕀	× Powered by 🌏 Pay 🕀	0,	
Enter the menu options by pressing the dotted line	Choose 'Admin menu'	Enter the Admin password provided by Swedbank Pay	Choose 'Reports' alternative
Step 5	Step 6		
● ■ × ● ● 46 adl * 80% ■ 13.02 ← Reports	← X Report Swedbank Pay Charity Kungsgatan 36 11135 Stockholm		
Display X Report → Print X Report → Display Z Report →	Org nr:         SE 5567355671           From:         09:02:55 05.06.2024           To:         14:58:07 05.06.2024           Total:         0 purchases:           0 purchases:         0,00 SEK		
Print Z Report →	0 of which cashback: 0,00 SEK 0 tips: 0,00 SEK 0 refunds: 0,00 SEK 0 reversals: 0,00 SEK / 0,00 SEK Sum: 0,00 SEK		
Choose any of the presented alternative	An overview of performed transactions is now presented		



# 4. Miscellaneous functionality

### 4.1 Power button

Various option can be made available via the power button. Below is an overview of the useful functions that are used to either reboot the device or to power it down to conserve battery capacity.





#### 4.2 Language

It is feasible to change language to English any time during a transaction, which can be useful in case merchant and/or customer do not speak the local language. Some terminal configurations support multiple language choices and the only difference in regards to the instruction below is that the terminal will not actively switch language to English but present the available language options. To change the local language follow the instructions below:

Step 1	Step 2	Step 3
Välj transaktionstyp	Köp	
С Кёр Г Г С Кёр	10 SEK Lägg till köpbelopp	Blippa kortet för
kontantuttag	1 2 3 X	att betala 10,00 SEK
ini for Återbetalning Makulering via apm	4 5 6 <del>&lt;</del> 7 8 9	Klicka här för alternativa > betalningsmetoder
	0,	Avbryt
Powered by e Pay	Powered by Pay	rowered by Pay
Press the 'Globe' during start of transaction, or	during amount entry, or	during instructions to initiate a payment
This will change the	local language to English and the	e other way around.
Step 1	Step 2	Step 3
Choose your transaction type	Purchase	$\mathbf{\uparrow}$
+ Purchase	10 kr Add the purchase amount	
गि C Purchase with Refund cashback	1 2 3 X	Tap card to pay 10,00 SEK
때 '다' APM refund Reversal	4 5 6 <del>&lt;</del> 7 8 9 ⊘	Click here for alternative > payment methods
Powered by 🔒 Pay 🕀	. O ,	Cancel

The change of language will persist until changed or a transaction is completed where the terminal will return to the default language.



# 4.3 System information

Situations may arise where Swedbank Pay support needs to troubleshoot a device. Information that will be useful can be found in the System info. menu. How information can be found is described below:





# 4.4 Software update

When an software update is available, this will then be highlighted by a red marker in the lower left corner of the terminal informing that the new payment application version is installed.

To maintain the security of a device, receive new features and bugfixes it is critical that update of the payment application is prioritized.

Depending on the communication speed the time takes to download the new payment application may vary. Beneficially this can be done at the start of the business day or end of business day. What is most important is that it is done.



Notification in the form of a red dot. Enter the menu options by pressing the dotted line New menu choice is available where it is recommended that an update is performed by pressing 'Update now'



**4.5 Receipt copy** There may be situations where a receipt copy is required e.g. when original receipt paper gets stuck or printed text is smeared. To print a copy of previous transaction simply follow instructions below:

Step 1	Step 2	
Choose your transaction type	Choose your transaction type	
(+) Purchase	10 million	
Purchase with cashback	Menu Customer's receipt → Merchant's receipt →	
ایت ۲۵۰ APM refund Reversal	Update operator ID → Admin menu → Logout →	
Powered by Pay     ×     Powered by Pay       Enter the menu options by     Choose to print either		
pressing the dotted line	"Customer's receipt" or "Merchant's receipt"	



# 4.6 Change Manager Password

If for any reason there is need to change the Manager Password, it can easily be done by following the instructions below:





# 4.7 Consumer choice

Certain cards Chip/Contactless payment cards may contain more than one application (application in this case can be considered to be a payment card). Normally one of the applications is picked automatically when the payment card is used but in the event that cardholder wants to make an active choice (called Consumer Choice), initiate a purchase and follow the instructions below:



Worth pointing out the functionality only is applicable when Chip and Contactless technology is being used and that the Consumer Choice must be made prior to the use of the payment card.