

GETTING STARTED



PAX

A50 Wi-Fi/ 4G

Rapyd

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WHAT'S IN THE BOX

In your pack, you will receive:

- PAX A50 terminal (Wi-Fi/ 4G)
- Charging cable
- Charging base unit
- Nano SIM card

ABOUT THE TERMINAL

You will find the **Power** button on the right hand side. Hold it down for 2-4 seconds to turn on the terminal. This is also a **Wake Up** button, when the terminal is in standby mode.

The **contactless reader** is on the back of the terminal. It comes with a battery already installed, and a Nano SIM card, if this was part of your order.

The A50 is a **touchscreen** device, and you can navigate around menus in a way that will be familiar to most android users. When charged, it typically displays the Payments home screen.

GETTING STARTED

When you receive your terminal, you should:

- set your terminal up in a convenient location
- charge the terminal
- connect it to an internet source using Wi-Fi
- connect via a mobile network
- log into the POSitive app - this will involve changing your password
- do a test transaction for a nominal amount

You may then want to:

- Create new users
- Change the display and other settings

CHARGING YOUR A50

The **charging port** is on the left hand side of the terminal. It is a standard USB-C port. You can charge the device by plugging the charger cable (supplied) directly into a power source, a PC, or an in-vehicle charger.

You can also charge it by placing it on the base station.

CONNECTING TO THE INTERNET

You must have a WiFi or a mobile signal to process transactions using the A50. The terminal is shipped with Mobile & WiFi capabilities. If you have requested a SIM, it will have the SIM installed.

Your Wi-Fi network must be secured with a password, and must not require the device to open a browser to allow connection to the internet. You can set up your Wi-Fi and cellular network settings from the menu on the Home screen.

Using Wi-Fi

1. Tap the menu button in the top right hand corner.
2. From the pop up menu, select **Wi-Fi Settings**.
3. A list of available networks is displayed. Select the network you want to connect to.
4. Key in the password when prompted, and press the '**connect**' icon.
5. The terminal will then start connecting to the network.

Using Mobile Network

1. Tap the menu button in the top right hand corner.
2. From the pop up menu, select **Cellular Settings**.
3. Choose '**Select Network**'.
4. A list of available networks is displayed. Select the network you want to connect to.
5. The terminal will then start connecting to the network.

Important.

The terminal will automatically connect to the best mobile network available, this is a manual option if you wish to choose a network you find best in your area.

CARING FOR YOUR TERMINAL

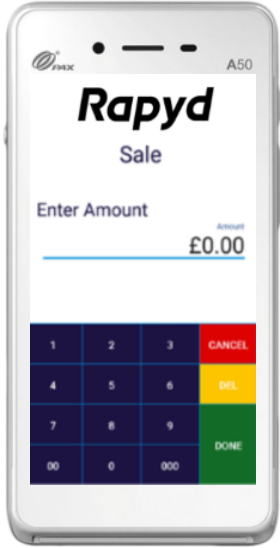
Be careful to avoid spilling liquids on your terminal or base.

Clean it with a soft cloth. Do not use water, cleaning agents, or abrasive materials. Be sure to turn off the terminal before cleaning.

The magnetic swipe and chip card readers should be cleaned regularly with a suitable cleaning card.

FUNCTION KEYS

The following keys give you easy access to key functions on the A50.

	Menu	Press to enter the application menus from the Main Menu
	DEL	Press to delete one character. (Press Cancel to delete an entire line.)
	CANCEL	Press to cancel a transaction.
	DONE	Press to confirm anything that has been typed into the terminal. Also used to turn on the terminal.
	Power On/Off	Upper right hand key on the side of the terminal

TURNING ON THE A50

Press the **upper right** button on the side to turn on the terminal.

TURNING OFF THE A50

Press and hold the **upper right** button on the side of the terminal, then select **Power off** on the touchscreen to turn off the terminal.

USER ID & PASSWORD

When you login to your terminal for the first time you will need your user credentials. The user ID will be **1234**, you will then be prompted for a password. The first time you enter this, the password is **0000**. You will be prompted to change it before you can process any transactions.

PROCESSING PAYMENTS

Users of the A50 will process transactions using the POSitive app.

Logging in to the POSitive app

When you first turn on the terminal, the initial screen is displayed, showing the date and version of the software you are running.

1. Tap the **Payments** icon to progress to the next screen.

Important.

You may see the following error/ notification:

- Error message - Comms Limited
- No Wi-Fi or Active SIM Found. Operations will be limited.
- Option - Dismiss

This is displayed if there is no SIM card, and you are outside a connected Wi-Fi.

2. After a brief pause, you will be prompted for a User ID and a password.
3. Key in the login details provided to you. They will consist of a numerical User ID and password.

Notes:

You will be prompted to change your password once you have logged in for the first time. If you wish, you can choose to save the credentials.

4. Having successfully logged in, you will be presented with the home screen, with the Main Menu tab uppermost.

Doing a Test Transaction

It is a good idea to do a test transaction with your own card, for a nominal amount of, say, 1p, to make sure that everything is working as expected.

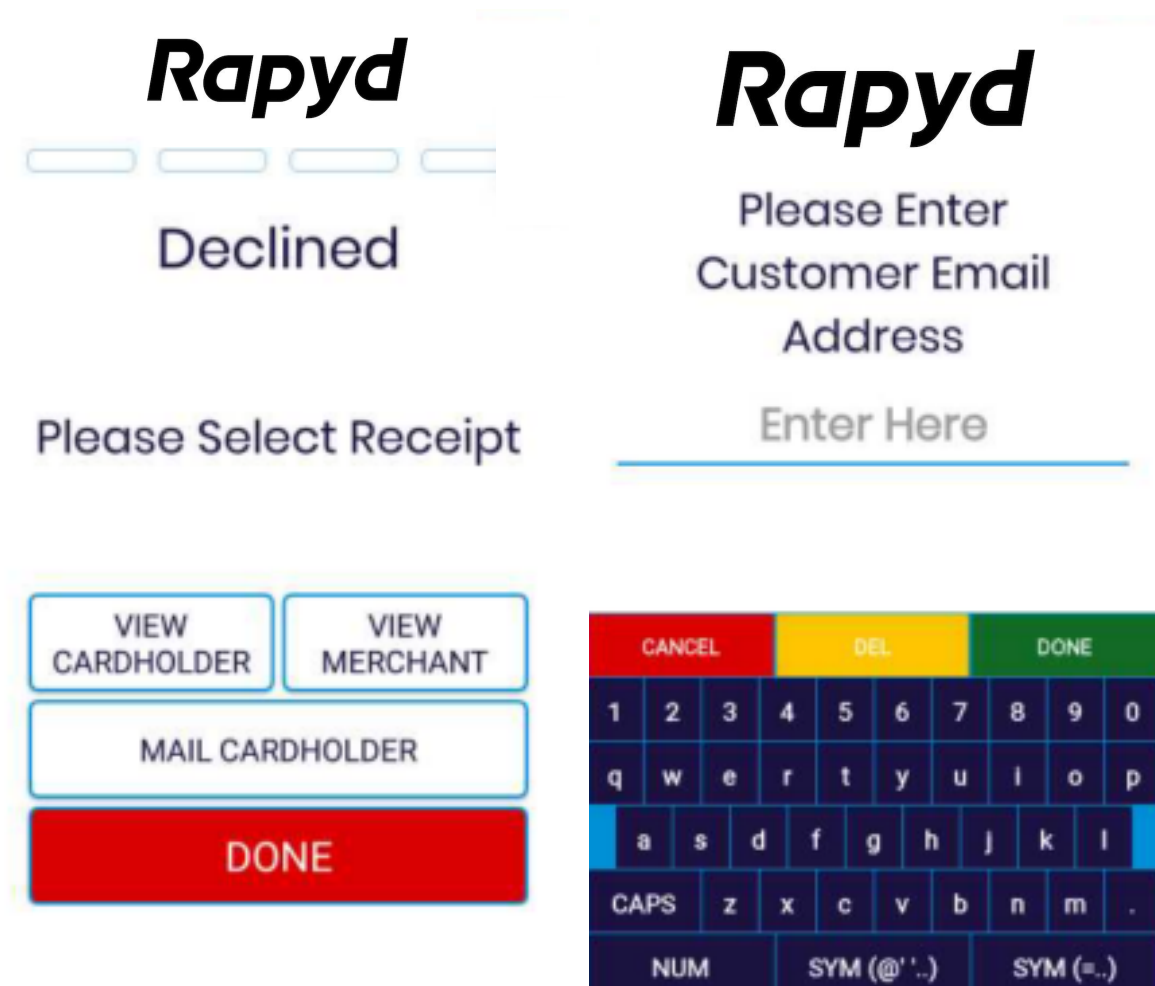
Important.

Users/cashiers must **log in** to the terminal before they can process transactions. You can set the amount of time that can elapse before the terminal goes into standby. You can also set brightness level and other **display settings**.

SETTING UP EMAIL RECEIPTS

The A50 only offers email receipt capabilities as the terminal does not have a till roll holder installed on it. Sending email receipts is quick and simple once a transaction has been completed.

Once a transaction has approved / declined the below screen will be displayed.



You can then view these receipts on screen to confirm any information you wish. If the cardholder requests a copy of their receipt, simply select the “**MAIL CARDHOLDER**” option and enter in their email address.

Once this is completed you can press **DONE** and the merchant copy of the receipt will be automatically emailed to the Merchant Address email that has been loaded to your terminal.

Important.

Please note that the merchant receipt is **ALWAYS** sent to the merchant email address, there is no option to skip this.

As with printed receipts, you can also use the reprint manager under the main menu, to view on screen and email copies of both Merchant + Customer receipts if you wish.

FINDING OUT MORE

If you want to know more about how to use any of our products, go online to <https://rapyd.net>.

CONTACTING RPYD

If you have general queries, contact **Customer Support**, on 0808 204 0349. For Republic of Ireland customers, it's +44 808 204 0349

To talk to **Technical Support**, call 0808 204 0347. If you are in the Republic of Ireland, call 01653 3901.

If you would like to speak to one of the **Sales** team, call 0808 204 0343.