



## S920 Retail User Manual

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## Preface

S920 User Manual

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## Revision History

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## 1 Introduction

This user manual provides a description of the S920 mobile point of sale terminal and its transaction functions.

### 1.1 Purpose

This user manual describes transaction functions for the retail market. If you have a custom application, perform any modifications to your application in BroadPOS, or manually modify terminal settings, some of the options and screens as described in the manual may be different.

### 1.2 Supported Devices

PAX S920 mobile point of sale payment terminal.

### 1.3 Intended Audience

This manual is intended for use by point of sale clerks needing a portable terminal.

### 1.4 Abbreviations

Name	Description
<b>AID</b>	Application Identifier
<b>AVS</b>	Address Verification System
<b>BSSID</b>	Basic Service Set Identifier – access point’s MAC address
<b>CAPK</b>	Certification Authority Public Key
<b>CID</b>	Card Identification Number
<b>CVC</b>	Card Verification Code
<b>CVV</b>	Card Verification Value
<b>EBT</b>	Electronic Benefit Transfer
<b>ESSID</b>	Extended Basic Service Set Identifier – consists of all the BSSs in the network; interchangeable with SSID
<b>KMS</b>	Key Management System
<b>LKI</b>	Local Key Injection
<b>PAN</b>	Primary Account Number
<b>PDK</b>	PAX Platform Development Kit
<b>PIN</b>	Personal Identification Number – 4 to 16- digit confidential codes used by cardholders to identify themselves as the proper users of a credit or debit card to the Host computer
<b>POS</b>	Point of Sale
<b>RKI</b>	Remote Key Injection
<b>SAM</b>	Secure Access Module; interchangeable with SIM
<b>SDK</b>	Software Development Kit
<b>SSID</b>	Service Set Identifier – name of the network
<b>TM</b>	Terminal Management
<b>TMS</b>	Terminal Management System

## 2 PAX S920 Terminal Overview

The S920 is a mobile point of sale terminal with wireless connectivity options including 4G LTE, 3g (WCDMA), WiFi and Bluetooth. The terminal accepts contactless, chip, and magstripe transactions.

### 2.1 Key Definitions

The following table provides a brief description of the keys on the S920 keypad.

Name	Description
<b>Number Keys</b>	0-9 Number Keys Enter any numeric value or press twice to enter alphabetic characters.
<b>ALPHA</b>	Press this to switch between alpha and numeric key entry.
<b>ENTER</b>	Complete and submit the current entry.
<b>CANCEL</b>	Cancels the current transaction or backs out one menu level. Holding the CANCEL key turns the terminal on and off.
<b>CLEAR</b>	Deletes the character to the left of the cursor.
<b>FUNC</b>	Opens the Function Menu.

#### 2.1.1 Screen and Keypad Layout

The following figure shows an S920 terminal screen and keypad.



## 2.2 Idle Screen

After the terminal is powered on, it performs a self-test, checks for a wireless connection, tries to configure itself online and then displays the Idle Screen. The idle screen also displays after performing transactions and functions. It can be customized and may look different than what is shown below:



## 2.3 Status Indicators

The status indicators located at the top of the terminal screen provide a visual indication of various terminal activities. The icons change color from gray to blue when that function is active.



The following table describes each indicator.

Indicator	Function	Description
	SIM card present	Terminal contains a 4G LTE or 3G SIM card.
	Card input	Briefly activates when a card is successfully swiped. Stays active while a chip card is inserted.
	Wireless connection	Wi-Fi connection is in use and displays the signal strength.
	Battery status	Displays the level remaining for the internal battery or indicates the battery is charging.
	Scroll up available	Indicates additional content available above the screen currently viewed.
	Scroll down available	Indicates additional content available below the screen currently viewed.

### 3 Loading an Application and Accessing Manual Settings

This section describes where to review the download instructions and download an application to the terminal for the first time.

1. Ensure you use a functioning wireless internet connection.
2. Set up your wireless connection using the Main Menu.
3. Ensure that the AC Adapter is plugged into a known good AC outlet. Plug the other end of the AC Adapter cable into the terminal's power cable connection.

#### 3.1 Loading an Application

As already stated, this manual is built around BroadPOS applications built for the following environment: Retail.

Custom applications or modifications made in BroadPOS impact the screens and options displayed in this manual.

Quite often, the only steps you need to take to download an application are to ensure that the terminal is connected to the network and that power is supplied to the terminal. However, the S920 terminal should already be configured for the business upon arrival.

If you have issues or questions, email PAX support at [support@pax.us](mailto:support@pax.us).

### 3.2 Accessing Menu Options After Downloading an Application

If you need to perform any administrative activities to the terminal after downloading an application, you may need to access the menu options.

#### NOTE

To avoid potential issues, changes to the terminal should be managed through the application in BroadPOS, not in the terminal.

To access the menu options,

1. Restart the terminal.
2. At the Self-Test screen, press the number 2 key.



SELF-TEST

3. The Main Menu displays. Navigate through the options and make changes as needed.

#### NOTE

System Config requires that you input the Main Menu password before changing any parameters.

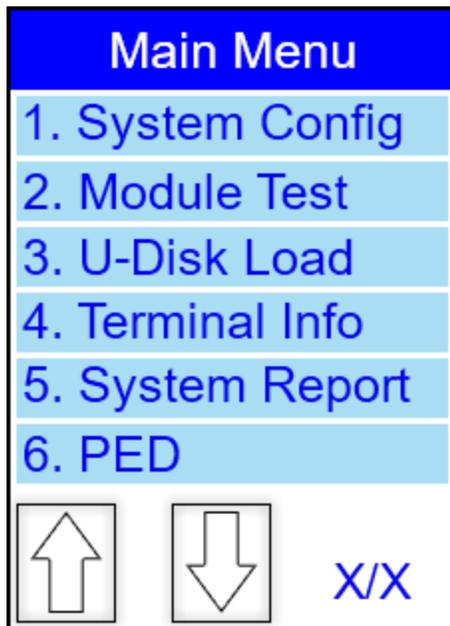
## 4 Retail Environment Manual Settings

This section describes terminal options that you can set manually in the retail environment. However, PAX recommends that changes to terminal options be made by your administrator in BroadPOS and downloaded in the application. Any changes made manually are overwritten by a BroadPOS update or download.

### 4.1 Main Menu Options

Access the menu options as shown in Section 3.2 Accessing Menu Options After Downloading an Application on page 6. The Main Menu displays a total of seven options. Use the arrows to navigate through the options.

System Config	Use the System Config option to set the terminal configuration: System Setting, Media, Wireless, WiFi, XCB Service, Reset Config, Remote Load, Save Log, Power Saving, and Auto U-Disk Load.
Module Test	Use the Module Test option to detect the functions of the card reader, communication module, user interface, battery status, and application.
U-Disk Load	Use the U-Disk Load option to download files, such as application or data, from the USB flash drive.
Terminal Info	Use the Terminal Info option to view the terminal’s QR code and software and hardware information.
System Report	Use the System Report to export the Crash Report, Tamper Report, and Diagnosis to a USB flash drive.
PED	Use the PED option to perform key injections: RKI, Cert Init, Cert Info, RKI Version, LKI, KI Link, and KI Setting.
Security Info	Use the Security Info option to view the terminal’s security information.

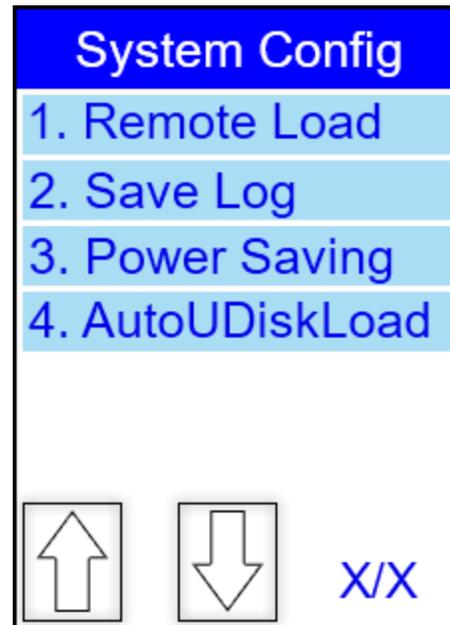


## 4.2 System Configuration

The Main Menu password is needed to access the System Config menu. The default password is 123456. The default password can be changed using the System Setting option.

The System Config menu contains a total of ten functions:

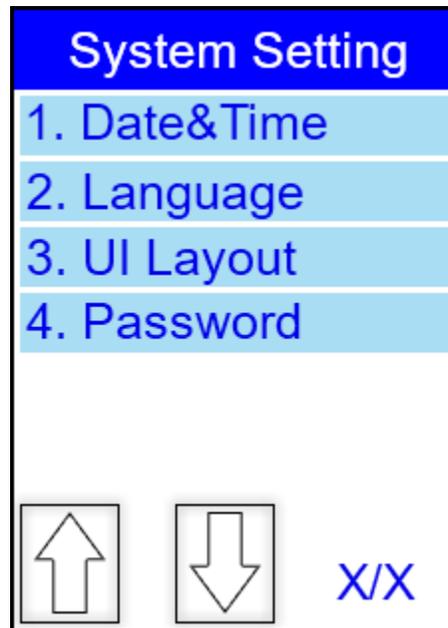
System Setting	Use the System Setting option to set the date, time, language, UI color, and Administrator password.
Media	Use the Media option to set the terminal brightness and volume and enable or disable the keytone or key backlight.
Wireless	Use the Wireless option to set the mobile wireless options.
Wi-Fi	Use the Wi-Fi Info option to set the internet wireless options.
XCB Service	Use the XCB Service option to manage the XCB client.
Reset Config	Use the Reset Config option to restore all system parameters to the default values.
Remote Load	Use the Remote Load option to load the system parameters.
Save Log	Use the Save Log option to open or close the log.
Power Saving	Use the Power Saving option to set the screen saver, sleep time, and sleep delay.
AutoUDiskLoad	Use the AutoUDiskLoad option to enable or disable auto-loading from an inserted USB flash drive.



### 4.2.1 System Setting

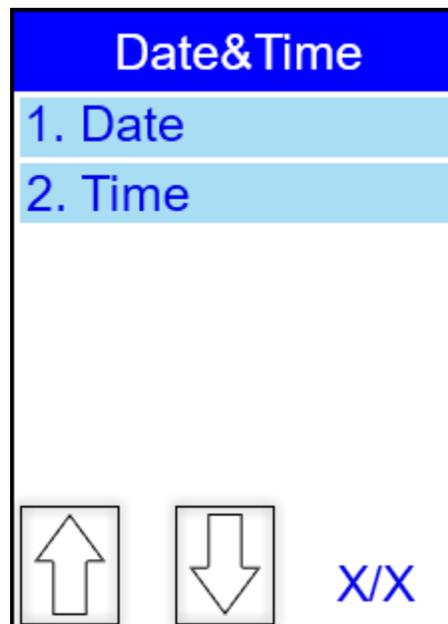
Select the System Setting option to view the following options:

- Date&Time
- Language
- UI Layout
- Password



#### 4.2.1.1 Date&Time

Set the date and time for the terminal.



#### 4.2.1.1.1 Date

Set the terminal date.

Date
Current Date [Date] YYYYMMDD

#### 4.2.1.1.2 Time

Set the terminal time.

Time
Current Time [Time] HHMMSS

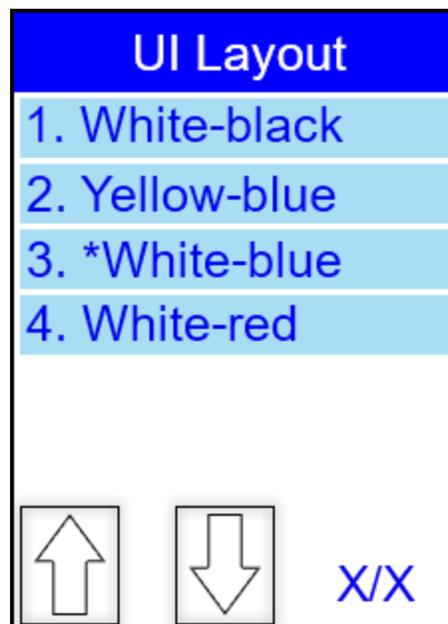
#### 4.2.1.2 System Language

Set the language for the terminal. The asterisk (\*) indicates the current setting.



#### 4.2.1.3 UI Layout

Set the color scheme for the terminal. The asterisk (\*) indicates the current setting.



#### 4.2.1.4 Password

Set the Main Menu password. Enter the current case sensitive password, then a new case sensitive password. Re-enter the new password. If the passwords match, the password is changed.

Password
Enter Old Pwd

Password
Enter New Pwd

Password
Re-Enter New Pwd

### 4.2.2 Media

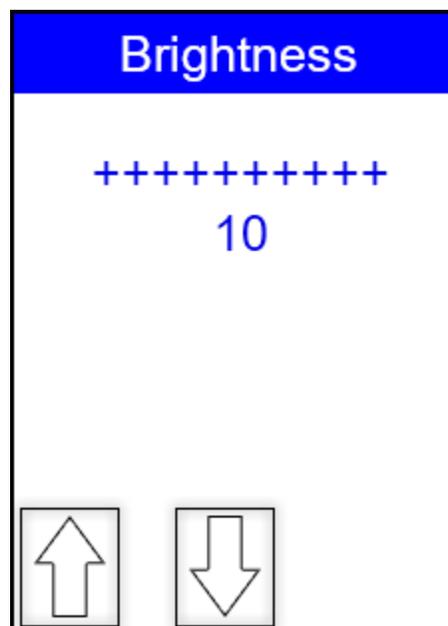
Select the Media option to view the following options:

- Brightness
- Keytone
- Volume
- Key Backlight



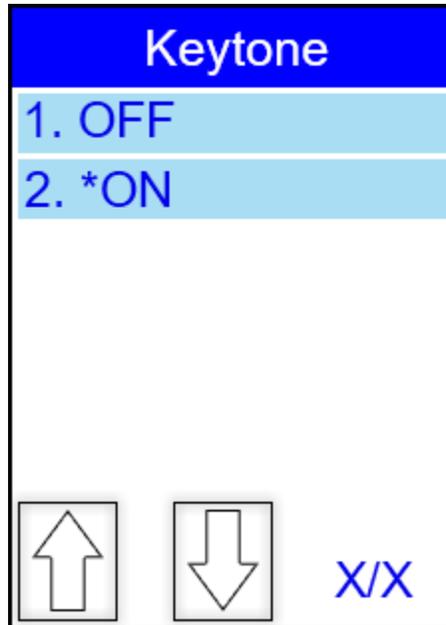
#### 4.2.2.1 Brightness

Set the brightness of the terminal screen. Max value is 10.



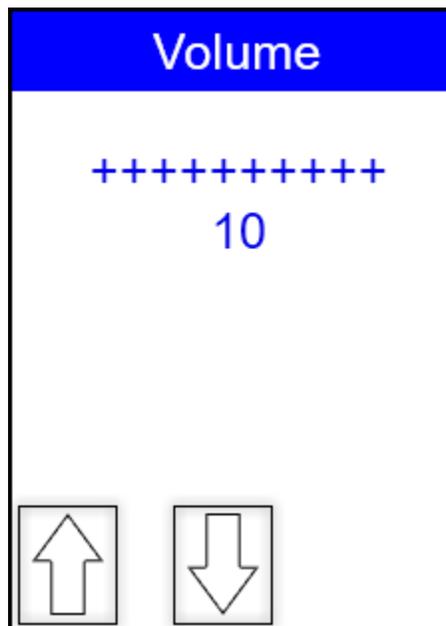
#### 4.2.2.2 Keytone

Enable or disable if the terminal beeps after a key is pressed. The asterisk (\*) indicates the current setting.



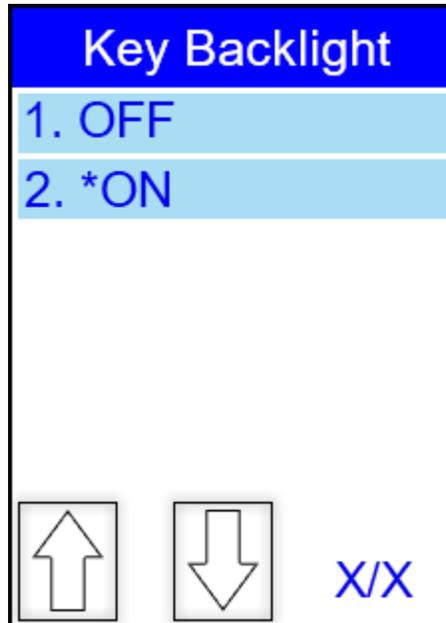
#### 4.2.2.3 Volume

Set the volume of the terminal keytone. Max value is 10.



#### 4.2.2.4 Key Backlight

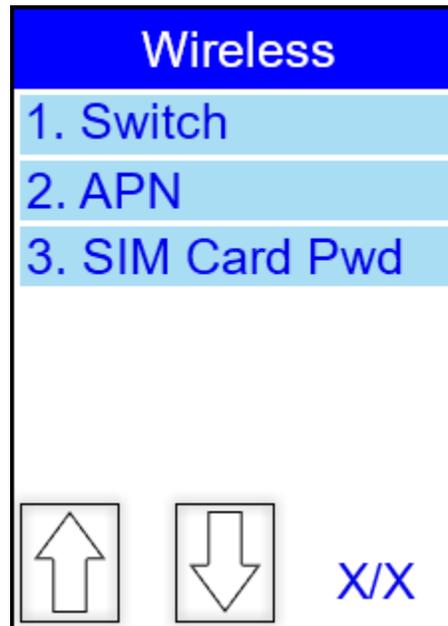
Enable or disable if the terminal keys light up after pressed. The asterisk (\*) indicates the current setting.



### 4.2.3 Wireless

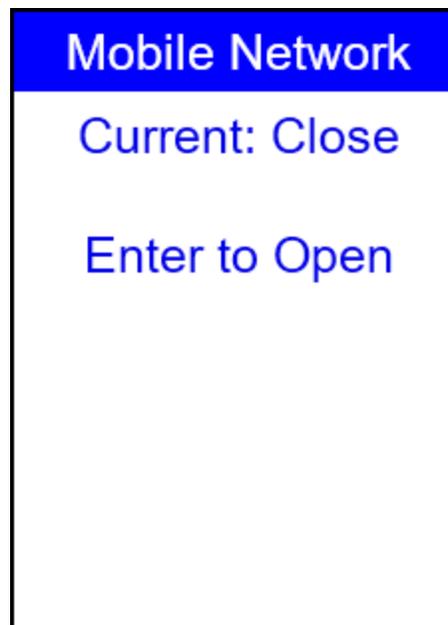
Select the Wireless option to view the following options:

- Switch
- APN
- SIM Card Pwd



#### 4.2.3.1 Switch

Enable or disable the GPRS module. After enabling it, the mobile wireless signal strength shows.



#### 4.2.3.2 APN

Enter the APN, APN username, and APN password. This setting takes effect after rebooting the terminal.

**APN**

Old APN:  
X.X

New APN:

**APNUsername**

OldAPNUsername:  
[username]

NewAPNUsername:

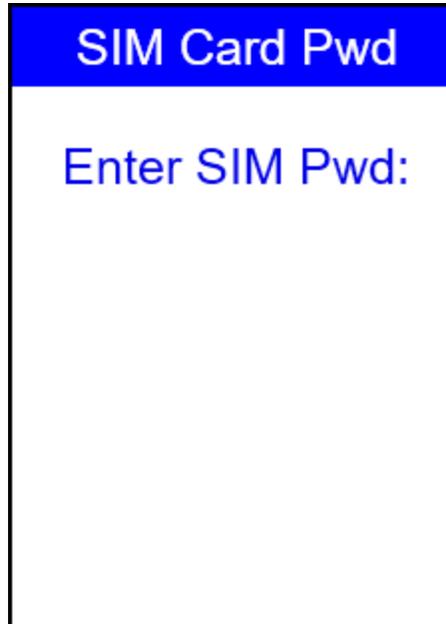
**APNPassword**

OldAPNPassword:  
[password]

NewAPNPassword:

#### 4.2.3.3 SIM Card Password

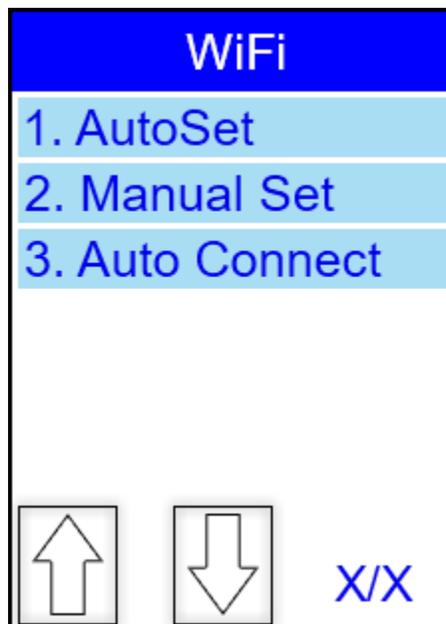
Set the password for the SIM card.



#### 4.2.4 WiFi

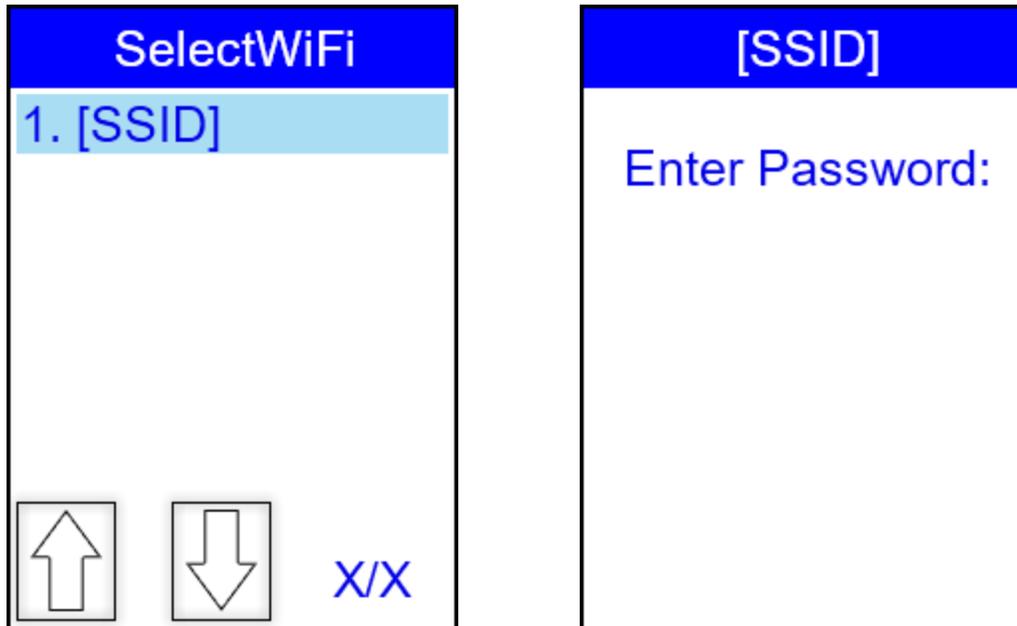
Select the WiFi option to view the following options:

- AutoSet
- Manual Set
- Auto Connect

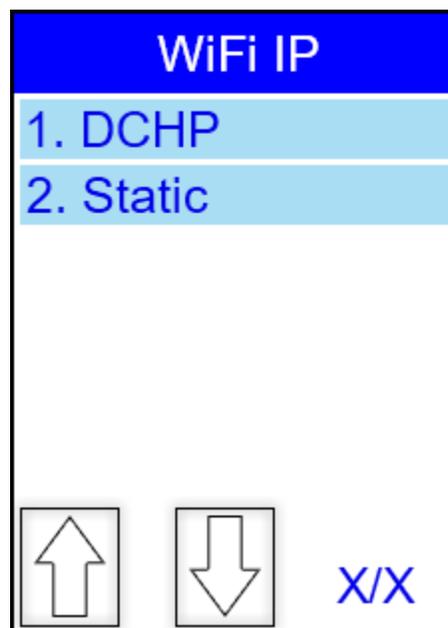


#### 4.2.4.1 AutoSet

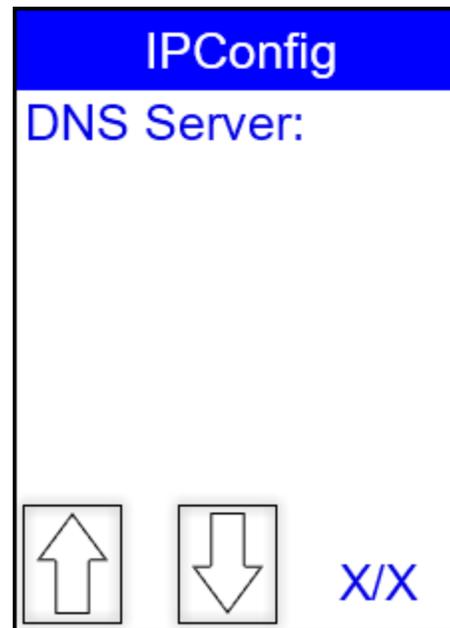
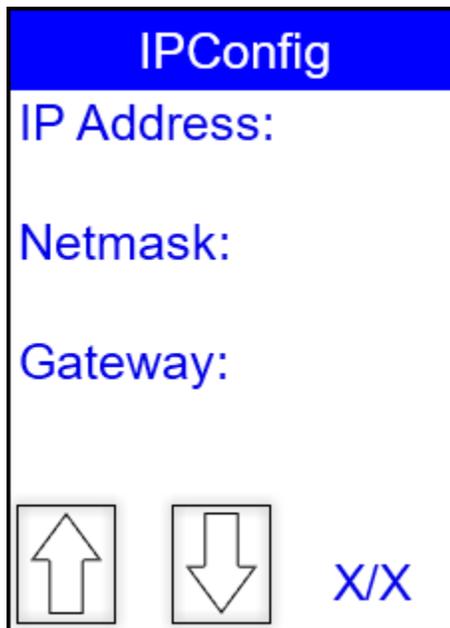
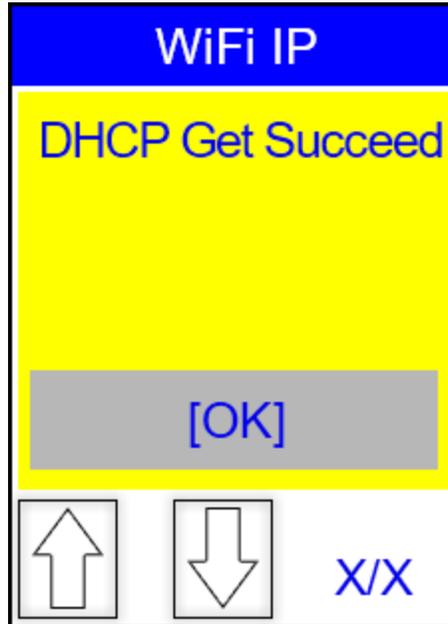
Selecting the AutoSet option has the terminal automatically start scanning the area for discoverable WiFi signals. After selecting the SSID, enter the network password. If the password is accepted, the terminal connects to the network and prompts for the IP type.



Select if the IP changes (DCHP) or always remains the same (Static).



If DHCP is selected, the terminal acquires the IP address. The terminal displays the IP information.



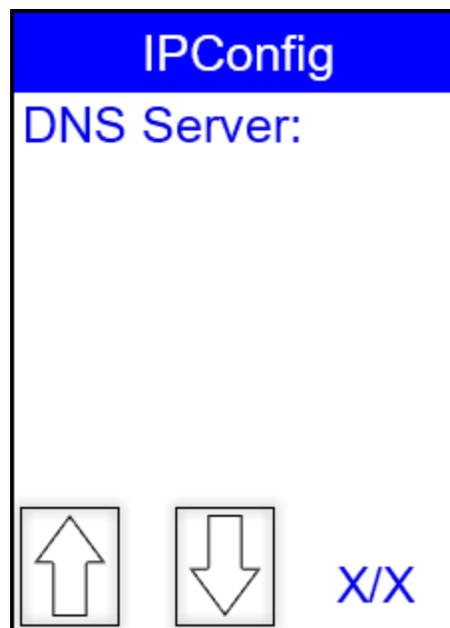
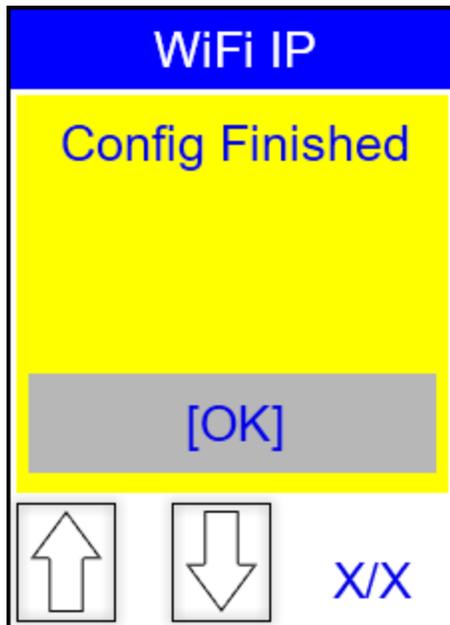
If Static is selected, enter the IP address, netmask address, gateway address, and DNS server address. The input format is XXX.XXX.XXX.XXX. The terminal displays the IP information. Press the red CANCEL key to start exiting the menus.

Static
IP Address

Static
Netmask

Static
Gateway

Static
DNS Server



#### 4.2.4.2 Manual Set

Selecting the Manual Set option requires all network information to be entered manually. The format is alphanumeric. Enter the ESSID. If needed, enter the specific BSSID.

**ESSID**

Enter Essid:

**BSSID(optional)**

Enter Bssid:  
(press enter  
to next)

Select the encryption type for the network and then the encryption protocol.

**AuthMode**

1. OPEN

2. WEP

3. WEP\_SHARED

4. WPA\_PSK

5. WPA\_WPA2\_PSK

6. WPA2\_PSK

↑

↓

X/X

**SecMode**

1. NONE

2. WEP

3. CCMP

4. TKIP

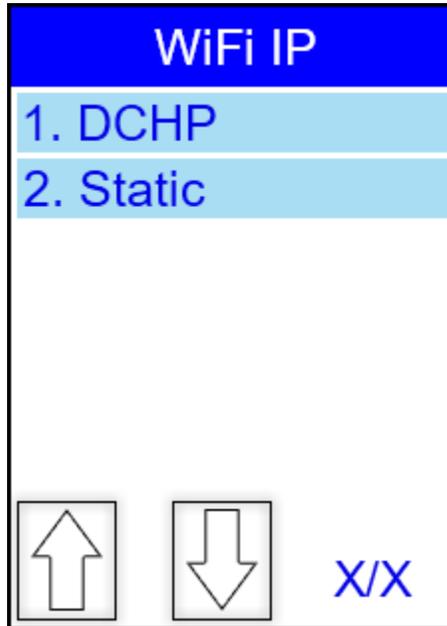
5. CCMP\_TKIP

↑

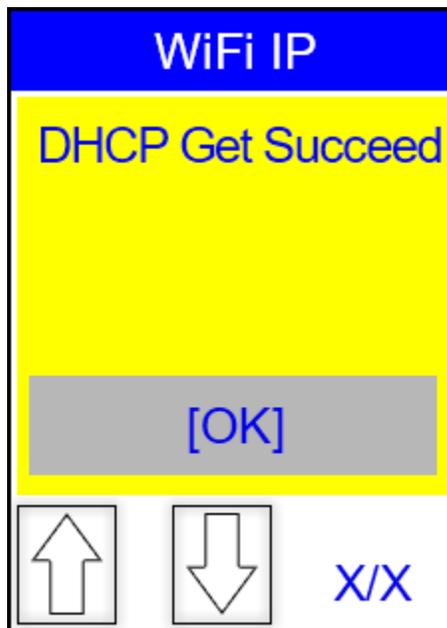
↓

X/X

Enter the network password. If the password is accepted, the terminal connects to the network. Select if the IP changes (DCHP) or always remains the same (Static).



If DCHP is selected, the terminal acquires the IP address. The terminal displays the IP information.



IPConfig

IP Address:

Netmask:

Gateway:

↑

↓

X/X

IPConfig

DNS Server:

↑

↓

X/X

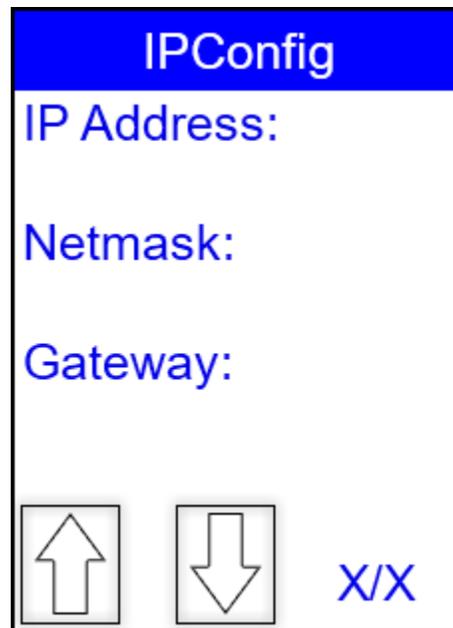
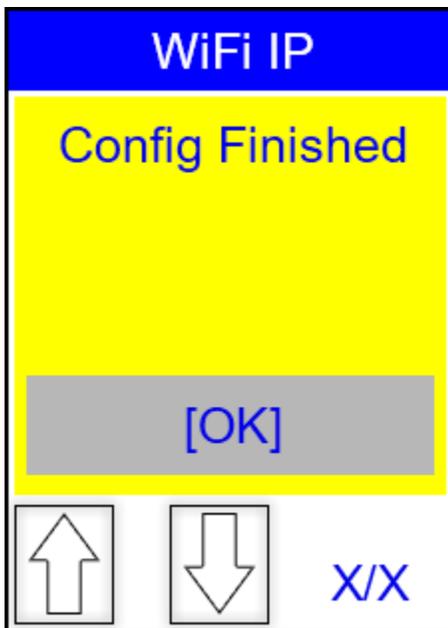
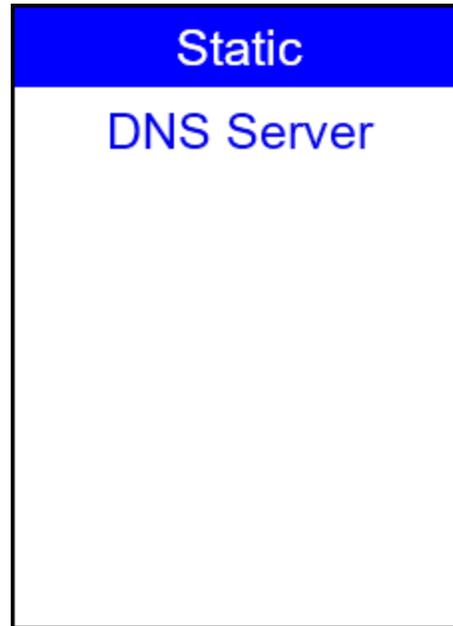
If Static is selected, enter the IP address, netmask address, gateway address, and DNS server address. The input format is XXX.XXX.XXX.XXX. The terminal displays the IP information. Press the red CANCEL key to start exiting the menus.

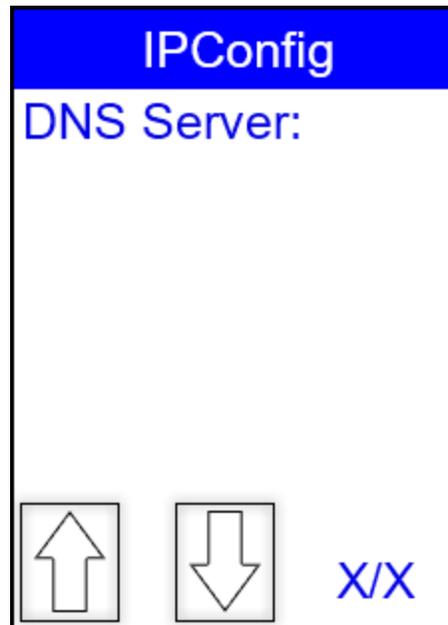
Static

IP Address

Static

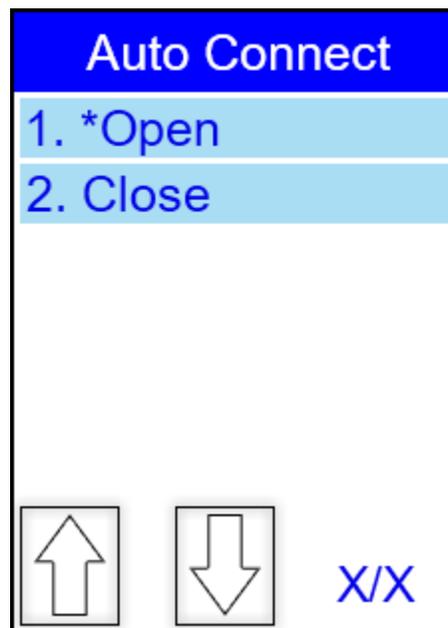
Netmask





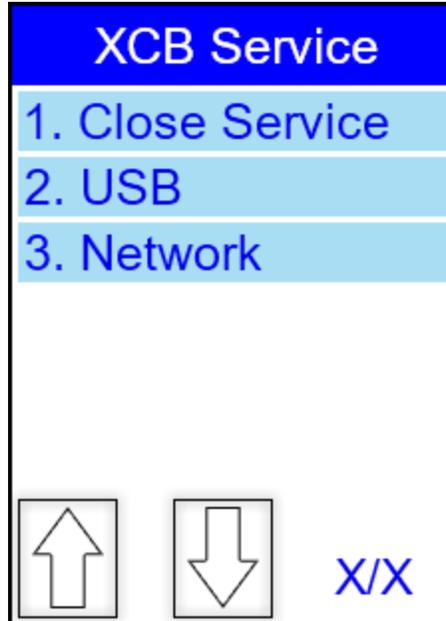
#### 4.2.4.3 Auto Connect

Enable or disable having the terminal automatically connecting to the WiFi network when in range.



### 4.2.5 XCB Service

Enable or disable the XCB client. To turn on, select to connect to the client using USB or Network. The asterisk (\*) indicates the current setting. If the service is closed, no asterisk is displayed.



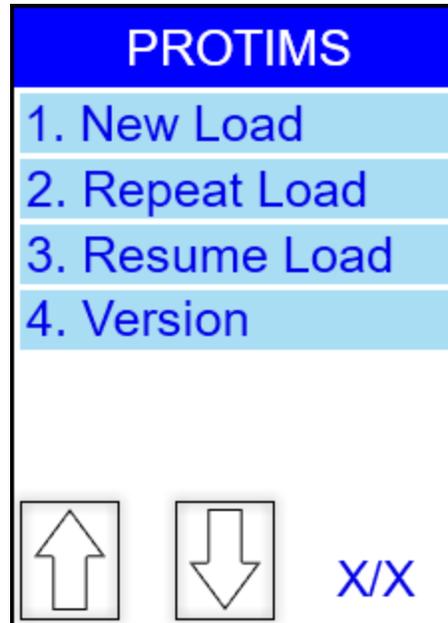
### 4.2.6 Reset Configuration

Select the Reset Config option to return the terminal to its default settings.



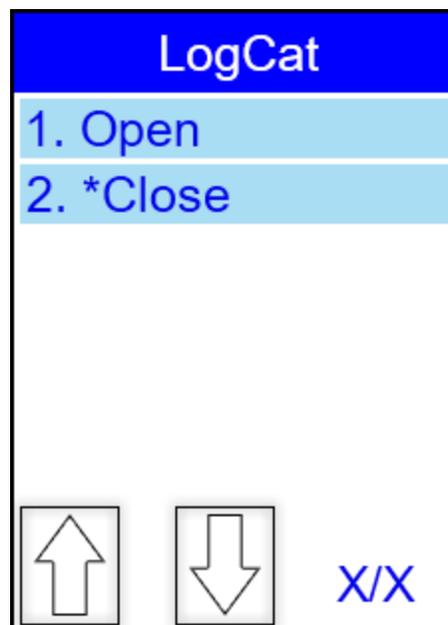
### 4.2.7 Remote Load

Select the Remote Load option to remotely reload the terminal from BroadPOS with a new application using the mobile network or wireless network or view the current application version.



### 4.2.8 Save Log

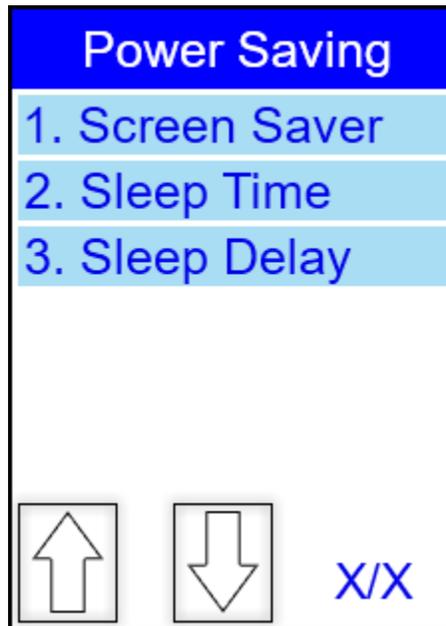
Enable or disable having the terminal save logs from the LogCat tool. The asterisk (\*) indicates the current setting.



### 4.2.9 Power Saving

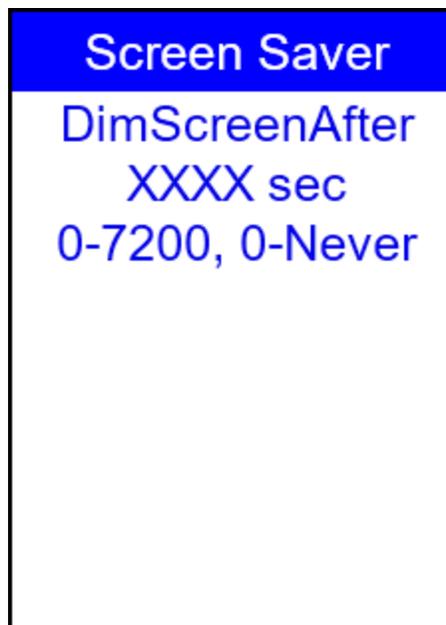
Select the Power Saving option to view the following options:

- Screen Saver
- Sleep Time
- Sleep Delay



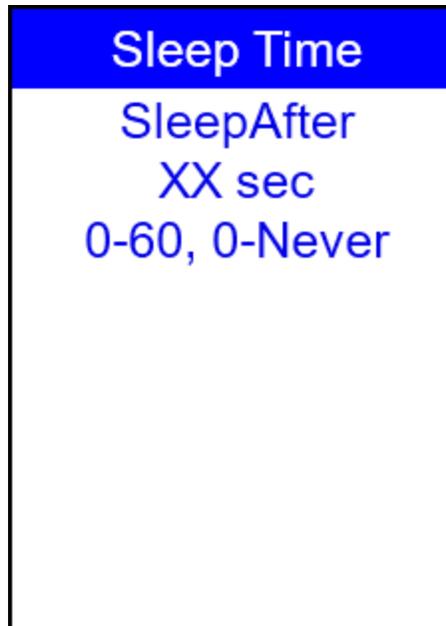
#### 4.2.9.1 Screen Saver

Set the period of inactivity to wait before the terminal screen dims.



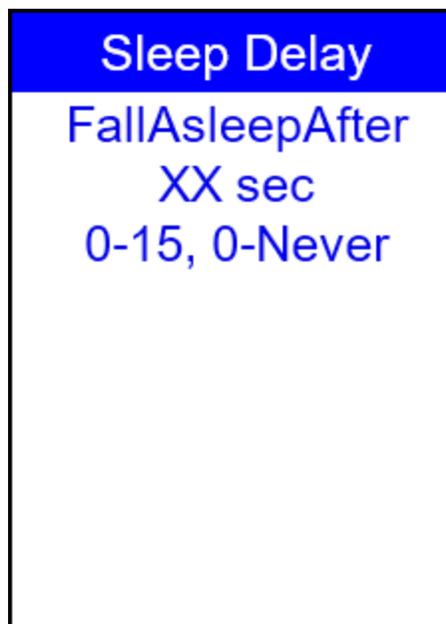
#### 4.2.9.2 Sleep Time

Set the period of inactivity to wait before the terminal screen goes directly to sleep.



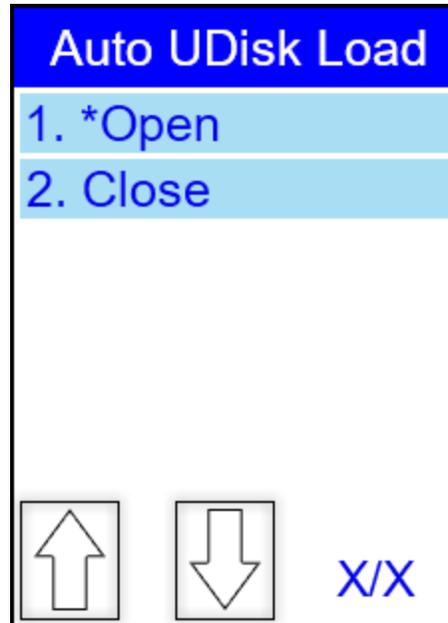
#### 4.2.9.3 Sleep Delay

Set the period of inactivity to wait before entering the sleep state.



#### 4.2.10 Auto U-Disk Load

Enable or disable having the terminal automatically download files from an inserted USB flash drive. The asterisk (\*) indicates the current setting.



### 4.3 Module Test

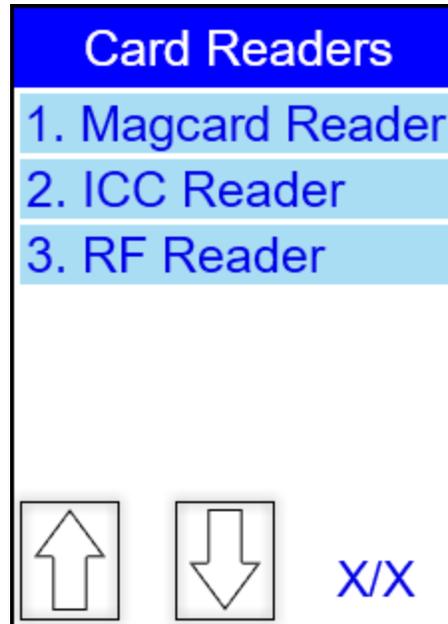
Select the Module Test option to view the following options:

- Card Readers
- Communication
- User Interface
- Battery
- App List



### 4.3.1 Card Readers

Set the date and time for the terminal.

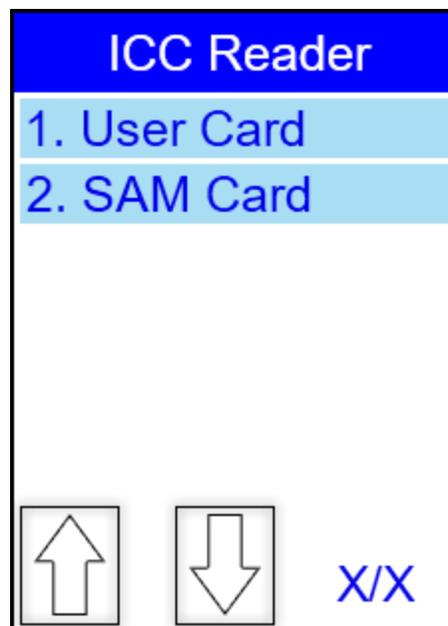


#### 4.3.1.1 Magcard Reader

Swipe the card to test the magnetic stripe reader. The track information displays.

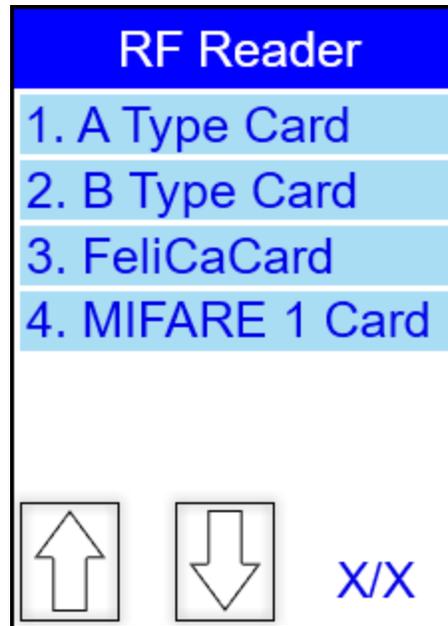
#### 4.3.1.2 ICC Reader

Insert the user card or SAM card, also referred to as a SIM card, to test the chip card reader. If the card is already inserted, the terminal detects the card automatically.



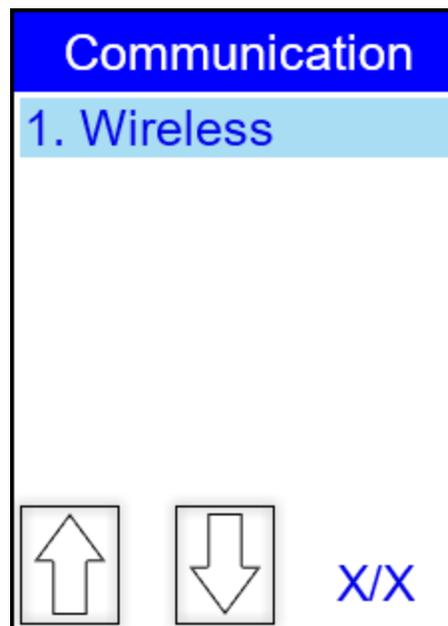
### 4.3.1.3 RF Reader

Tap the card to test the contactless card reader for the specified type of card.



### 4.3.2 Communication

Test the wireless network detection. Enter a wireless access point, its username, its password, the destination IP, and the amount of time to attempt connecting before timing out.



### 4.3.3 User Interface

Test the individual components of the terminal interface.



#### 4.3.3.1 LCD

Tests the colors of the LCD screen.

#### 4.3.3.2 Touch Screen

Draw on the screen to test the touch screen. Press the yellow CLEAR key to erase the drawing.

#### 4.3.3.3 Printer

Tests the printer by printing the system information.

#### 4.3.3.4 Keyboard

Press a key to test the keyboard. The pressed key displays onscreen. Press the number 1 key to exit the test.

#### 4.3.3.5 Speaker

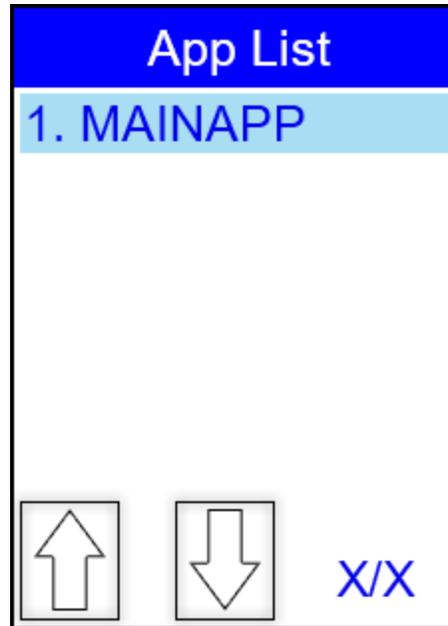
Plays a tone to test the speaker.

### 4.3.4 Battery

Displays the current battery life.

### 4.3.5 App List

Displays the BIN and version for the current app.

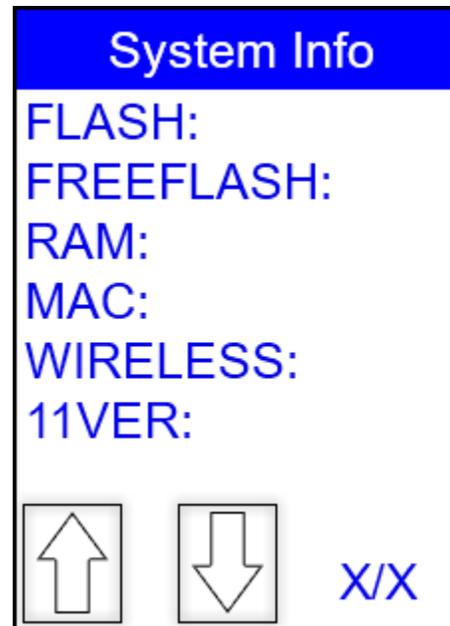
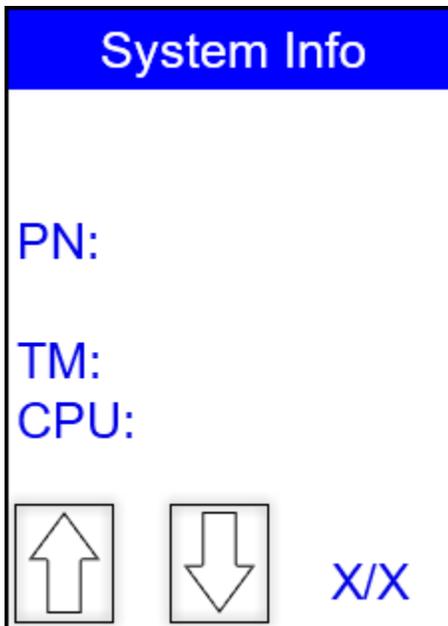
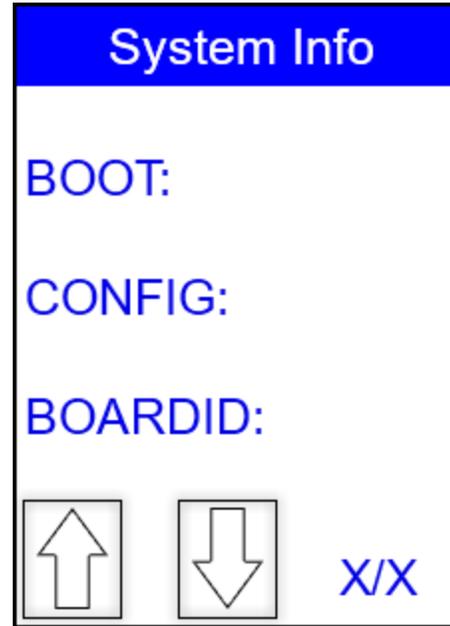
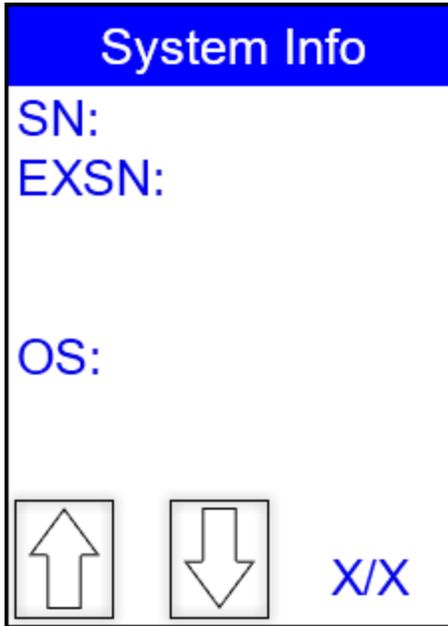


### 4.4 U-Disk Load

Select the U-Disk Load option to install application parameters, OS firmware, and upgrades from a USB flash drive.

### 4.5 Terminal Information

Select the Terminal Info option to display the software and hardware information for the terminal. A QR code displays that contains all the terminal information. Press the green ENTER key to view the terminal information across ten screens.



**System Info**

IMEI:

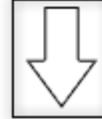
Dual-SIM:  
BUILT:

  X/X

**System Info**

SecurityLevel:  
SecurityMode:  
DownloadCount:

PRINTER:  
WIFI:

  X/X

**System Info**

WIFI\_MAC:

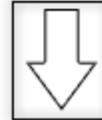
DA\_PUK:  
DE\_PUK:  
TP:

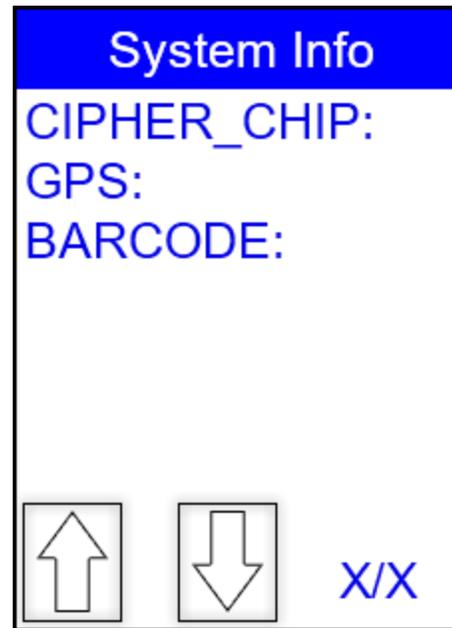
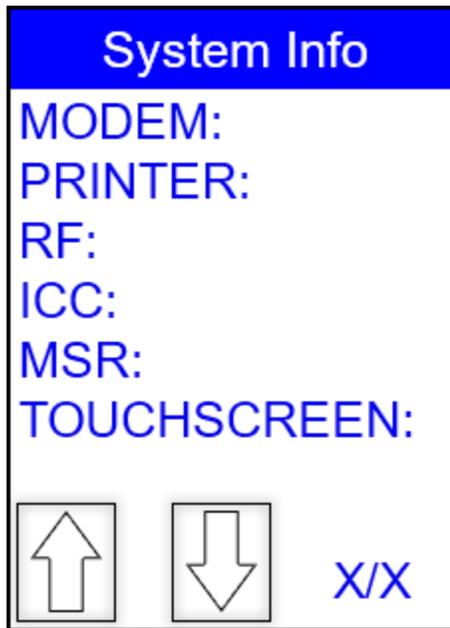
  X/X

**System Info**

LIBBTVER:

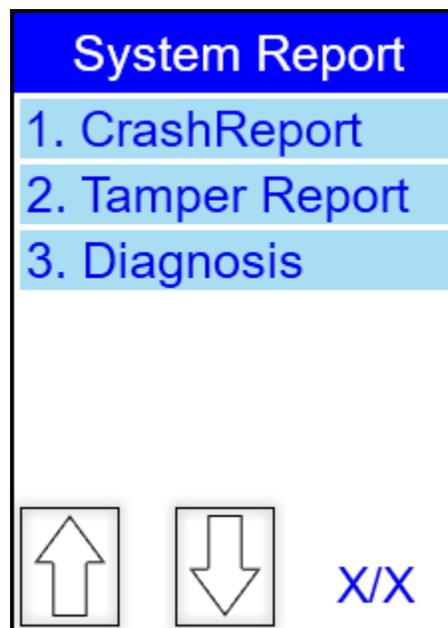
ETHERNET:  
WIFI:  
BLUETOOTH:  
WIRELESS:

  X/X



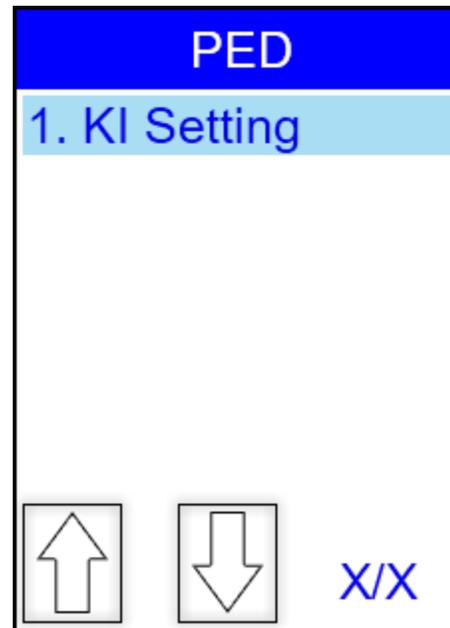
#### 4.6 System Report

Select the System Report option and the three options display. Selecting one of the options exports the related information for the application to the USB flash drive.



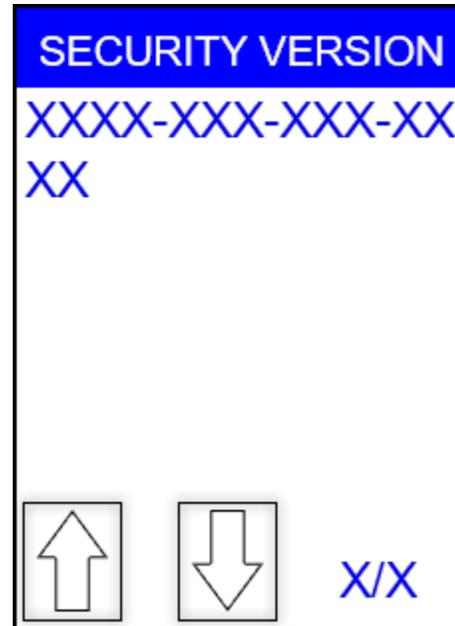
#### 4.7 PED

Select the PED option to perform a key injection to load the terminal with the encrypted debit and data keys. Key injections may be performed remotely or locally. The terminal should be preconfigured with the necessary keys upon arrival. If a key injection is needed, a remote key injection may be performed. Before performing a remote key injection, the terminal must contain the necessary developer authentication and encryption certificates and the terminal serial number must be registered in the RKI server. Contact PAX customer support if the certificates are not present on the terminal or to register the serial number.



#### 4.8 Security Information

View the security information for the terminal across two screens.



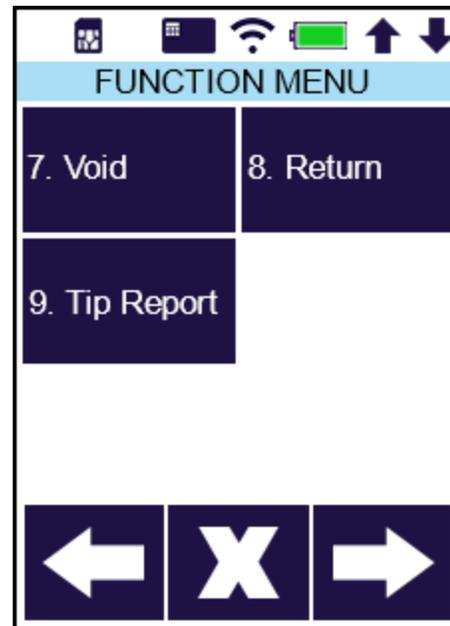
## 5 Retail Environment Manual Options

This section describes terminal options that you can access manually in the retail environment.

### 5.1 Function Menu Options

Access the menu options by pressing the FUNC key. The Function Menu displays a total of nine options. Use the arrows to navigate through the options.

Report	Use to print the current default report.
Batch	Use to close the open batch at the host and trigger merchant funding.
Review	Use to review total amounts for each card type and overall total.
Find	Use to locate a specific transaction using the last four digits of the card number.
Counter Tip	Use to print a dummy receipt to accept tips.
Reprint	Use to print a new copy of a previous receipt.
Void	Use to perform a void transaction.
Return	Use to perform a return transaction.
Tip Report	Use to print the Tip Report or set a specific Tip Report as the new default report.



#### NOTE

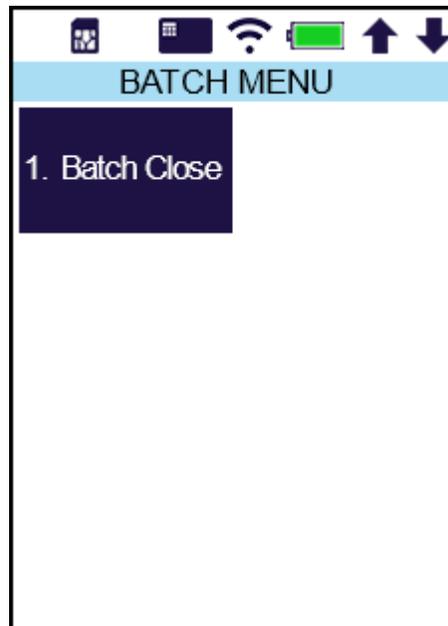
Numerous options require that you input the terminal password before changing any parameters.

## 5.2 Report

Select the Report option, input the password, and the current default report automatically prints. Default report is the Condensed Report displaying the total count and total amount from the terminal for EDC type or card type.

## 5.3 Batch

Select the Batch option, input the password, and the following screen displays with the Batch Close option. Batch Close closes the open batch at the host and triggers merchant funding.

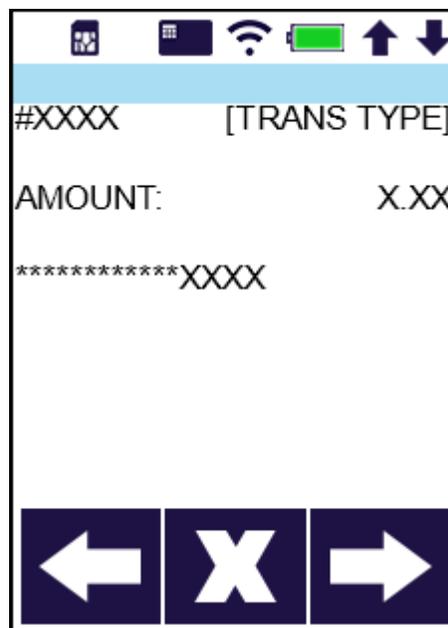


### 5.4 Review

Select the Review option, input the password, and the following screen displays with a total of five options. These options display the total dollar amount for each transaction type.

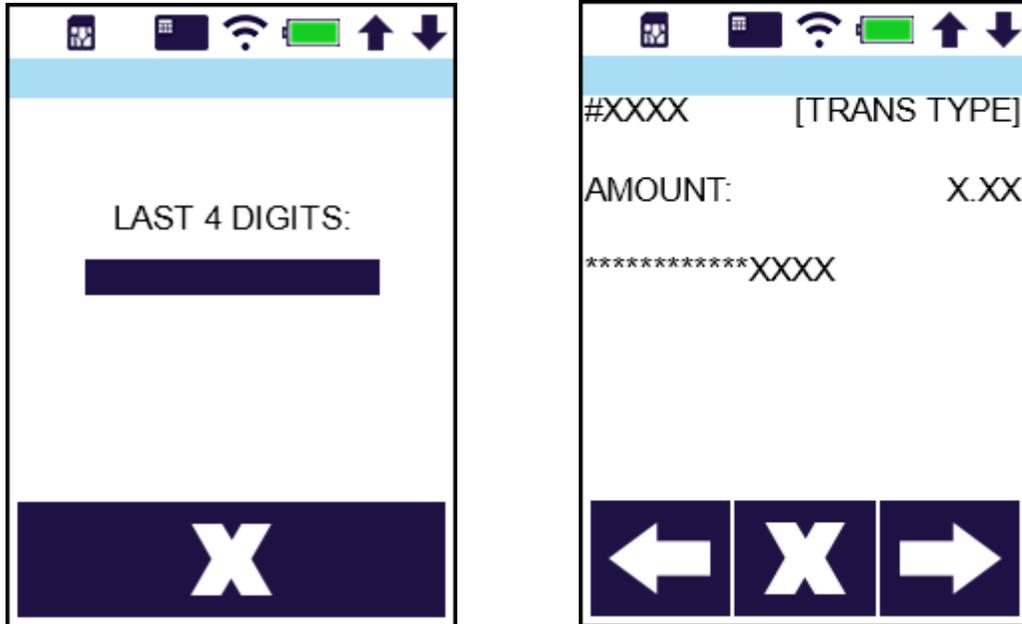


Selecting an option, excluding TOTAL, provides a transaction list for that option.



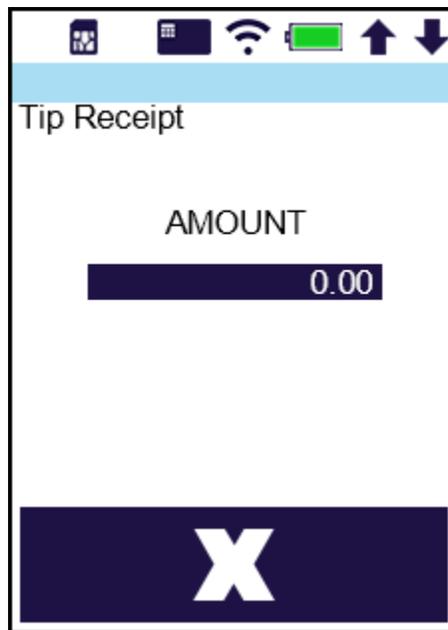
### 5.5 Find

Select the Find option and input the password. When prompted, input the last four digits of the card to find transaction(s).



### 5.6 Counter Tip

Select the Counter Tip option and when prompted, input the base amount (subtotal) for the sale transaction. The terminal prints a dummy receipt for the customer to write the tip and total amounts. A separate SALE transaction must be completed with the total sale amount (base amount and tip amount).

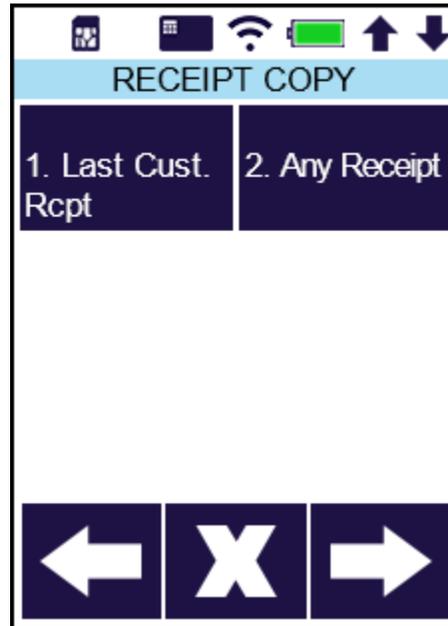


## 5.7 Reprint

Select the Reprint option and two options display:

Last Cust. Rcpt  
Any Receipt

Use to print a new copy of the last customer receipt in the batch.  
Use to print the merchant or customer copy of a specific transaction.

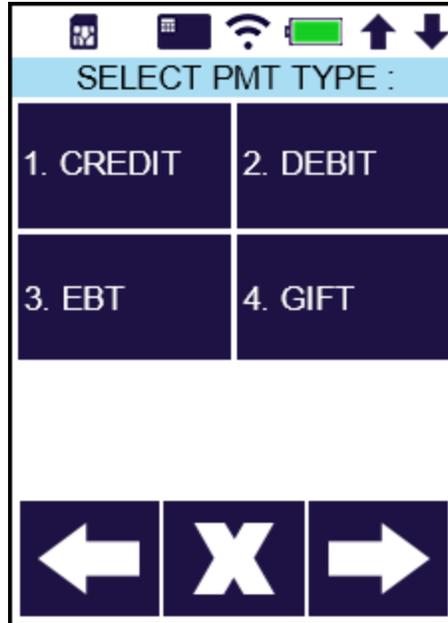


### 5.7.1 Last Customer Receipt

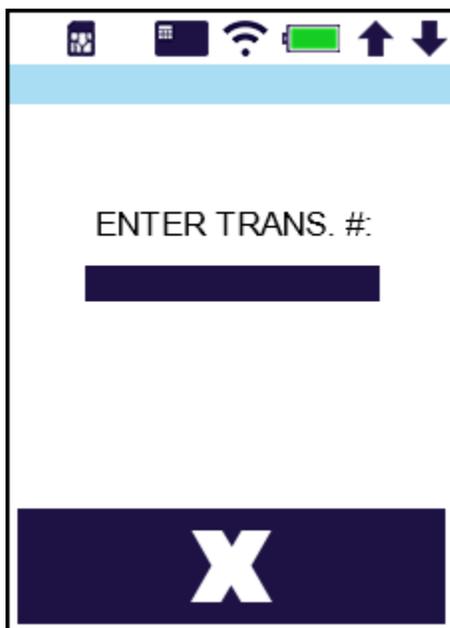
Select the Last Cust. Receipt option to automatically print the most recent customer receipt copy.

### 5.7.2 Any Receipt

Select the Any Receipt option and the following screen displays with a total of four options. These options allow the merchant to select the payment type used to search for the receipt.

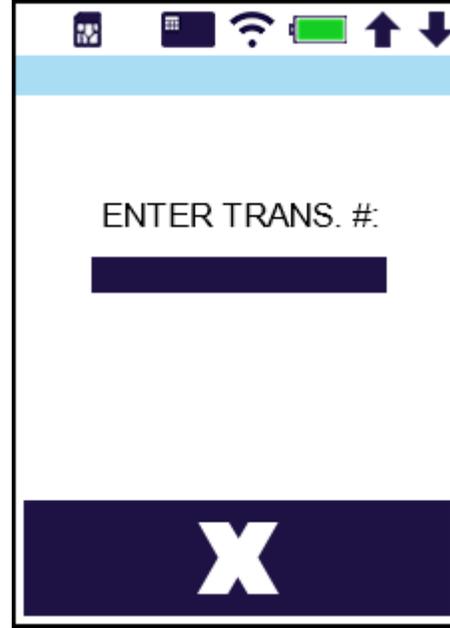


Selecting an option prompts for the transaction number. After locating the transaction, select to print the customer copy or the merchant copy.

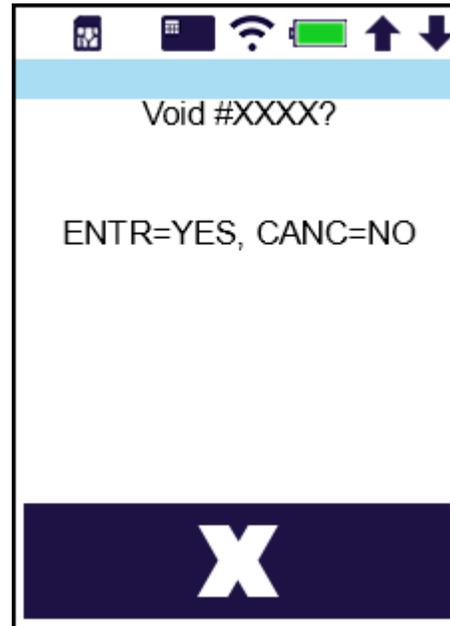
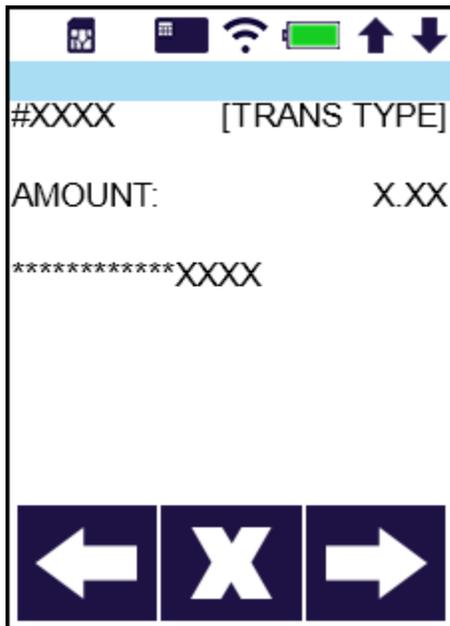


### 5.8 Void

Select the Void option, input the password, and the following screen displays with a total of four options. These options allow the merchant to select the payment type of the transaction to void. After selecting the payment type, enter the transaction number.



After locating the transaction, press the green ENTER key to void it. Confirm the void by pressing the green ENTER key or press the red CANCEL key to cancel the void.



## 5.9 Return

Select the Return option, input the password, and then follow the prompts as outlined in the RETURN sections.

See Section 6.4.3 on page 64 for Credit Return.

See Section 6.5.2 on page 95 for Debit Return.

See Section 6.6.2 on page 111 for EBT Return.

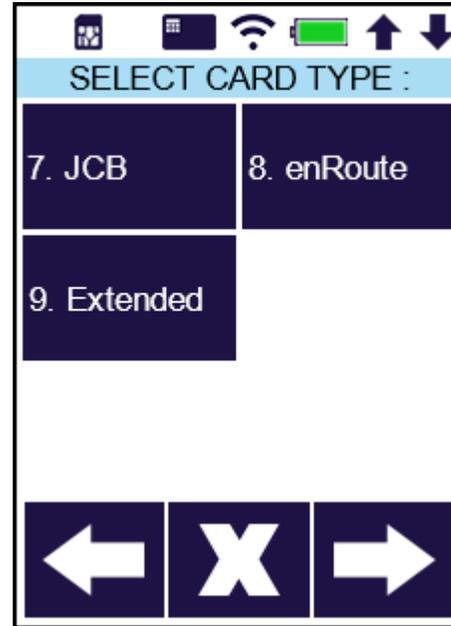
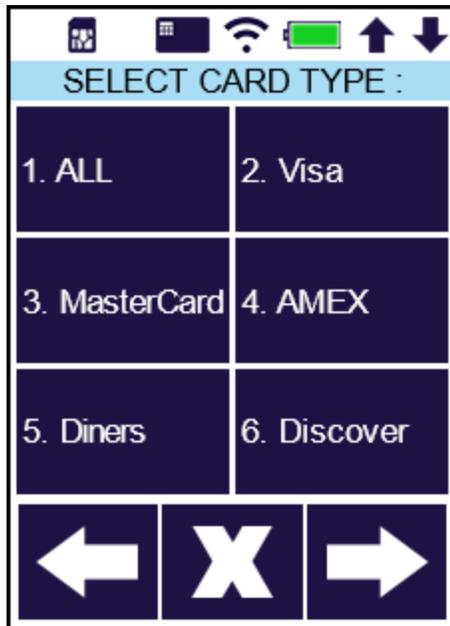
See Section 6.7.2 on page 129 for Gift Return.

## 5.10 Tip Report

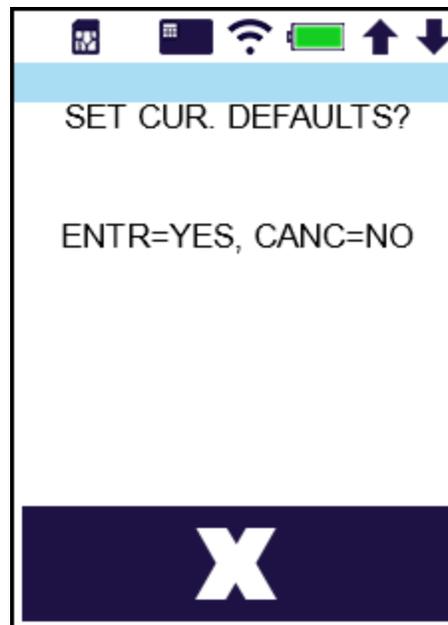
Select the Tip Report option and the following screen displays with a total of four options. These options allow the merchant to select the payment type.



If ALL or CREDIT was selected, the following screens display with a total of nine options. Select the card types to use for the Tip Report. Otherwise, proceed to the next step.



Press the green ENTER key to override the current default report option or the red CANCEL key to keep the current default report the same. The Tip Report prints automatically after pressing either key.



## 6 Retail Environment Transactions

This section describes the tasks required for processing transactions in the retail environment with the S920 terminal. As already stated, the screens and options described in this manual may be different than your application.

The S920 terminal automatically performs a Health Report (Activate, Update, Download, etc.) when it first boots up (powered on) and at 24 hours intervals while running.

### NOTE

Before beginning any transaction, ensure that the terminal is at the Idle Screen.

### 6.1 Retail Transaction Overview

A retail financial transaction is an agreement that takes place between a buyer and a seller to exchange an asset (legal tender) for payment. This involves a change in financial status for two or more businesses or individuals. The following list highlights the types of legal tender used for transactions.

This section describes each transaction type for the following types of tender.

Credit	The ability for someone to obtain goods or services before payment, based on trust that the payment will be made on a later date.
Debit	An amount of money removed from an account for the payment of goods or services.
Electronic Benefit Transfer (EBT) Food Stamps	An Electronic Benefits Transfer using a credit type card as a substitute for paper food stamps from a qualified government program.
Electronic Benefit Transfer (EBT) Cash Benefit	An Electronic Benefits Transfer using a credit type card to receive cash from a qualified government program.
Electronic Benefit Transfer (EBT) Voucher Gift	An Electronic Benefits Transfer using a voucher, like a check, to manually process benefit transactions. A prepaid value card that is issued by a retailer or bank to be used as an alternative to cash for purchases within a store or business.

### 6.2 Transactions

This section details the following transaction types for the retail environment.

Retail Transaction Types			
Auth	Sale	Return	Void
PostAuth	Forced	Activate	Deactivate
Add	Unload	Issue	Balance
Void Sale	Void Return	Void Forced	Void Auth
Cashout	Withdrawal	Tokenize	

This manual will highlight those cases where the options may differ based on certain tender types, such as credit, debit, etc. and certain transaction types, such as sale, return, void, etc.

### 6.3 Manually Inputting Card Number

This section details the common transaction prompts when the merchant must manually enter a card number during a transaction. The most common scenario for manually entering the card number is when the merchant takes a transaction over the phone.

#### 6.3.1 Over the Phone Transaction

1. The merchant initiates the transaction using the S920 terminal and requests the credit card information from the cardholder. When you manually input the card number and expiration date, the terminal may prompt for Address Verification System (AVS) settings.
2. The cardholder provides card number, name on card, expiration date, CVS number and possibly AVS information to the merchant and the merchant inputs that information into the terminal.
3. The merchant processes the AUTH transaction and if it is approved, provides the preauthorization code to the cardholder.

#### 6.3.2 Manual Input Prompts

These manual prompts appear by pressing a number key when Input Account displays on the screen.

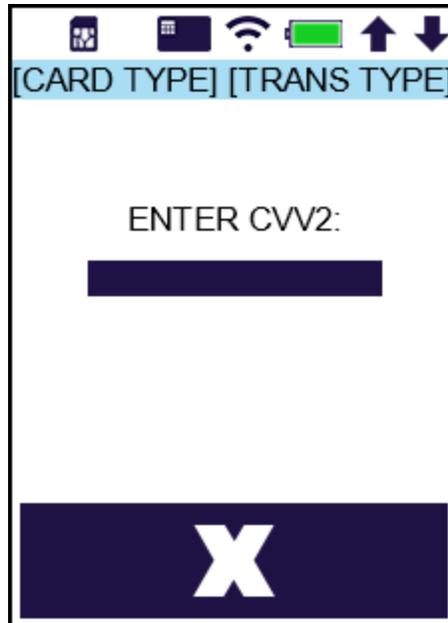
1. The merchant enters the card number, up to 19 digits, and presses the green ENTER key.



- The merchant enters the card's expiration date.



- The merchant enters the card verification, such as CVV2 or CVC2, and presses the green ENTER key. This is commonly a 3-digit code located on the back of the card; however, for American Express, this is a 4-digit code on the front of the card.



- The merchant enters the address verification information and presses the green ENTER key.



- The terminal proceeds through the rest of the prompts for the specific transaction.

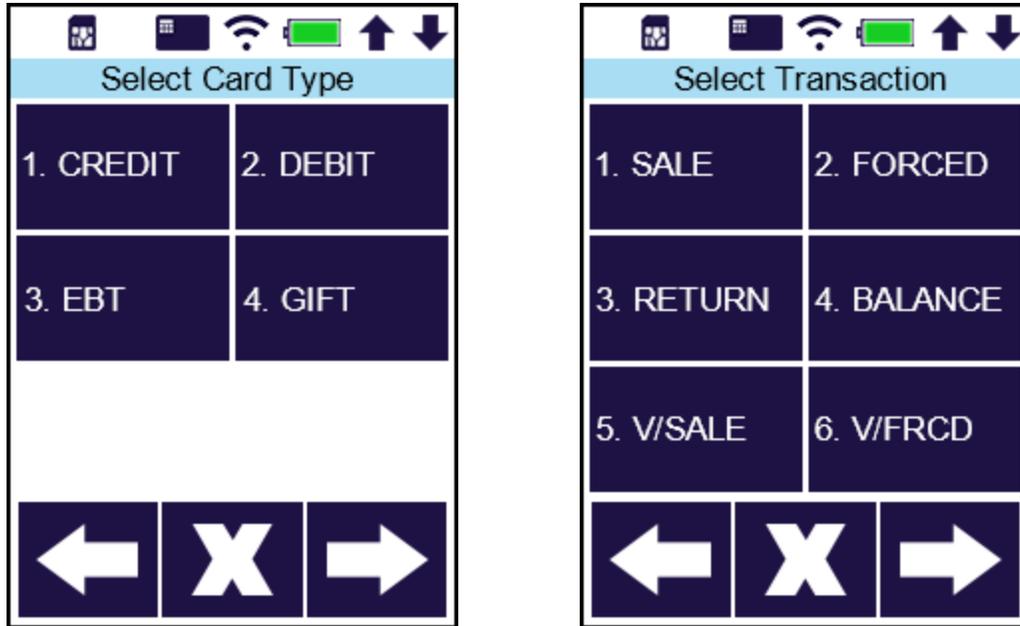
## 6.4 Retail Credit Card Transactions

This section details retail credit card transaction types.

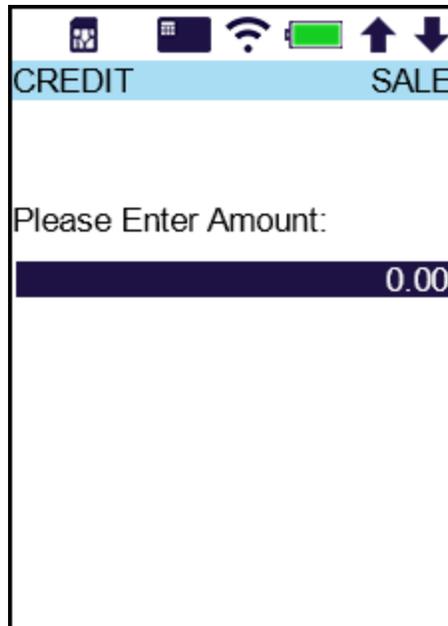
### 6.4.1 Credit Sale

Credit card sales allow the cardholder to charge an amount indicated by the merchant on credit.

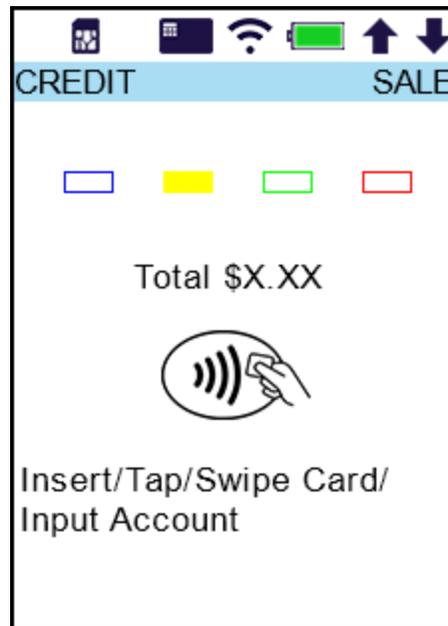
1. The merchant initiates a credit SALE transaction using the S920 terminal.



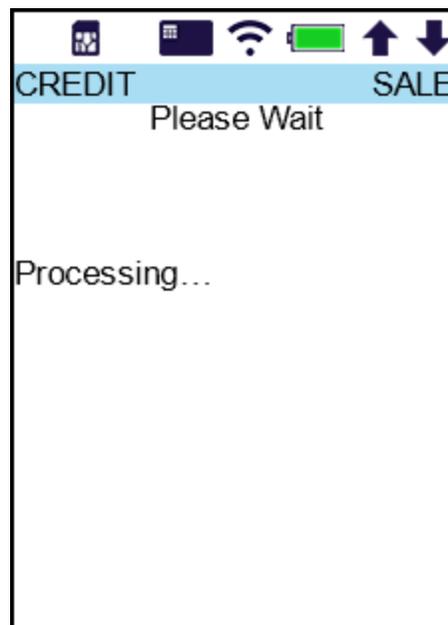
2. The merchant enters the transaction amount.



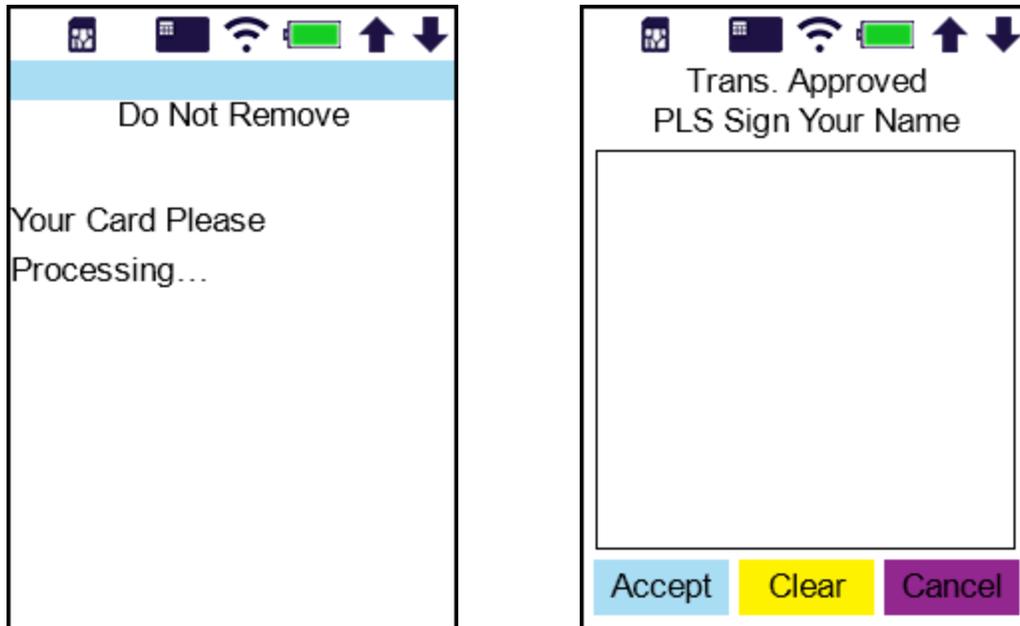
3. The cardholder inserts, taps, or swipes the card. If necessary, the merchant may manually enter the card number.



- a. Tapping the card processes the transaction and proceeds to printing the receipt.



- b. Inserting the card alerts the merchant and cardholder to leave the card in the terminal while processing. Then the terminal requests the cardholder to provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.

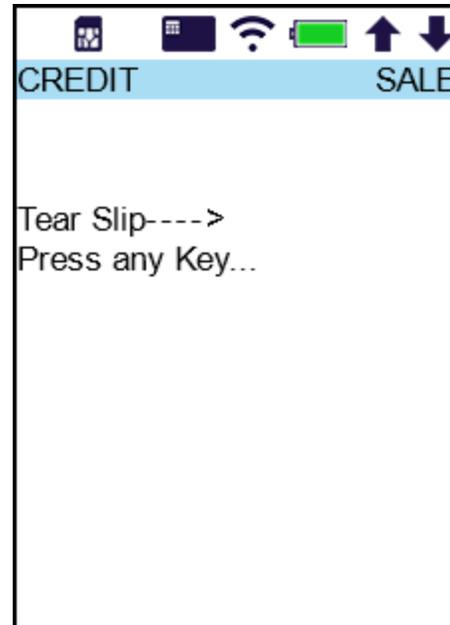
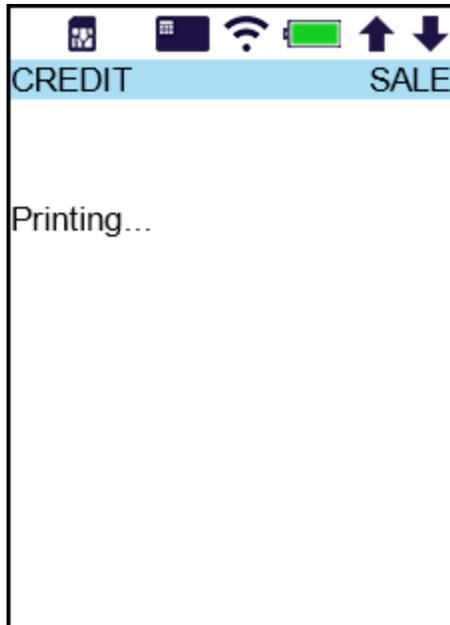


- c. Swiping the card prompts the cardholder to provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.

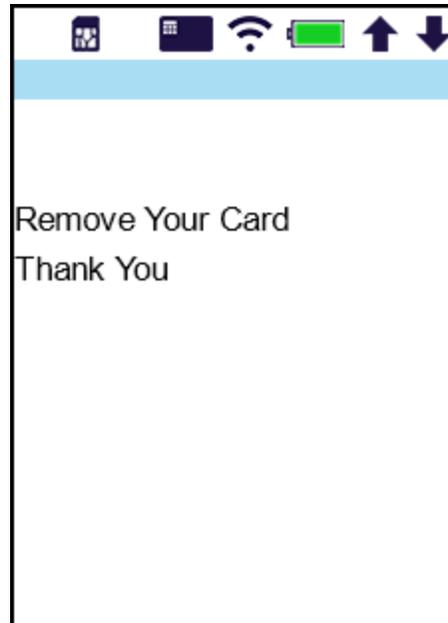


- d. See Manually Inputting Card Number on page 53 for the manual entry prompts.

- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



- If the cardholder inserted their card, the terminal prompts the cardholder to remove the card.



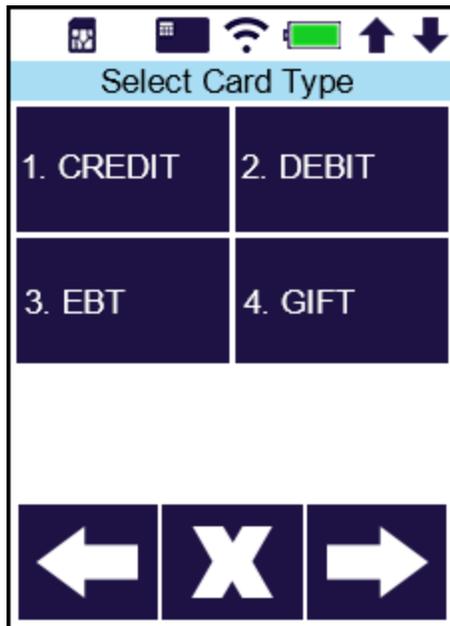
After the transaction completes, the terminal returns to the Idle Screen.



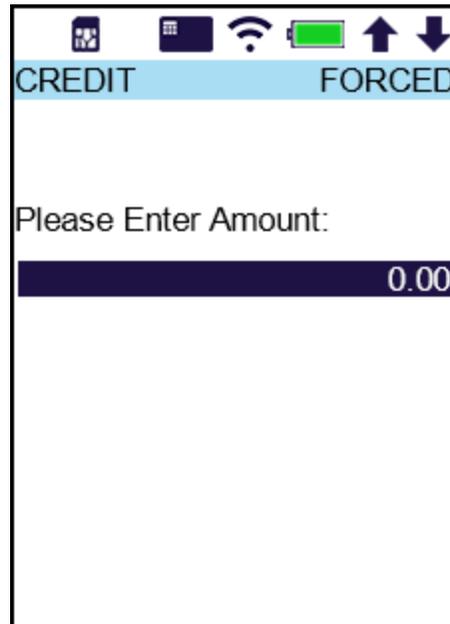
### 6.4.2 Credit Forced

When authorization has previously been obtained via an AUTH transaction or via Voice Authorization, a FORCED sale must be performed to complete the transaction and receive payment. A FORCED sale overrides any denial and allows the sale to go through.

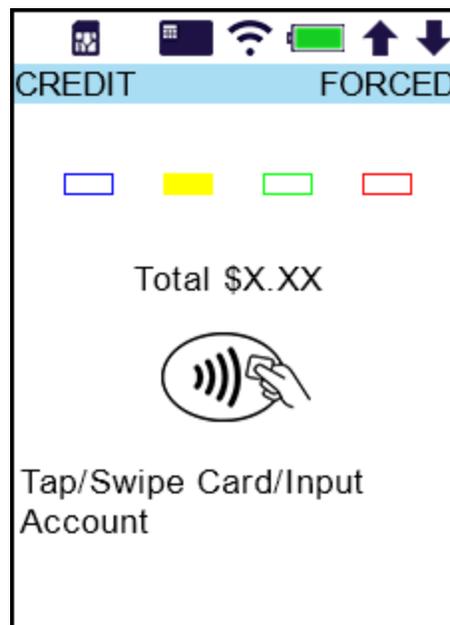
1. The merchant initiates a credit FORCED transaction using the S920 terminal.



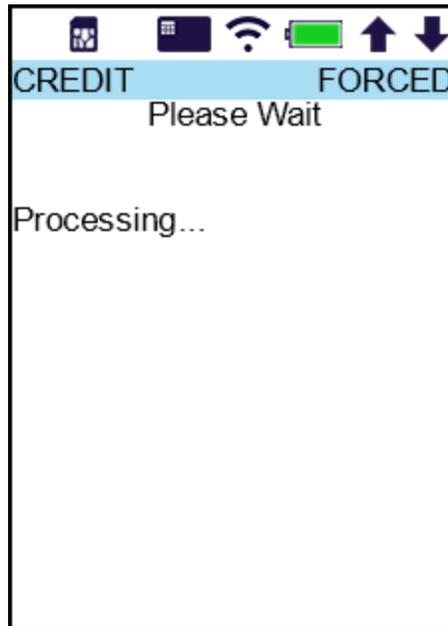
- The merchant enters the transaction amount.



- The cardholder taps or swipes the card. If necessary, the merchant may manually enter the card number.



- a. Tapping the card processes the transaction and then requests the authorization code.

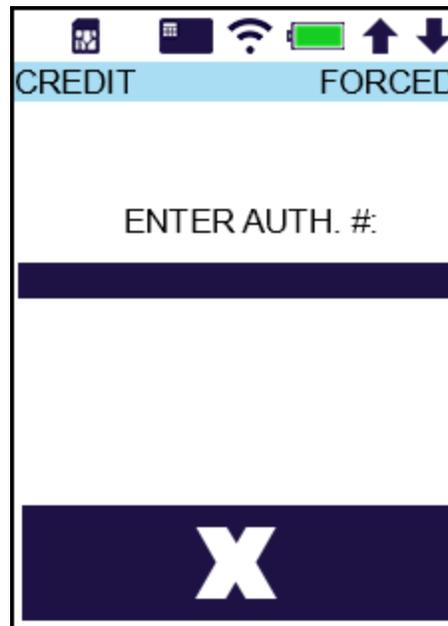


- b. Swiping the card prompts the cardholder to provide a signature before requesting the authorization code. The merchant may press the Cancel button to require a physical signature on the receipt instead.

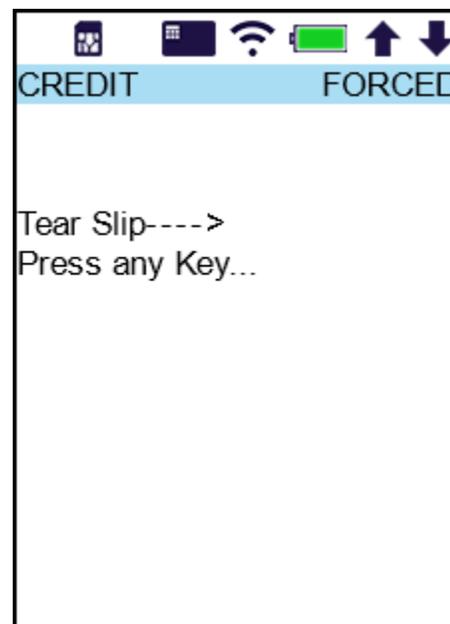
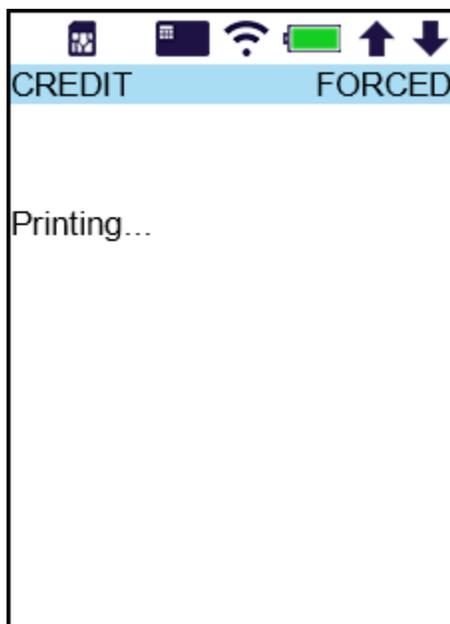


- c. See Manually Inputting Card Number on page 53 for the manual entry prompts.

- The merchant enters the authorization code received from the card issuer and presses the green ENTER key.



- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



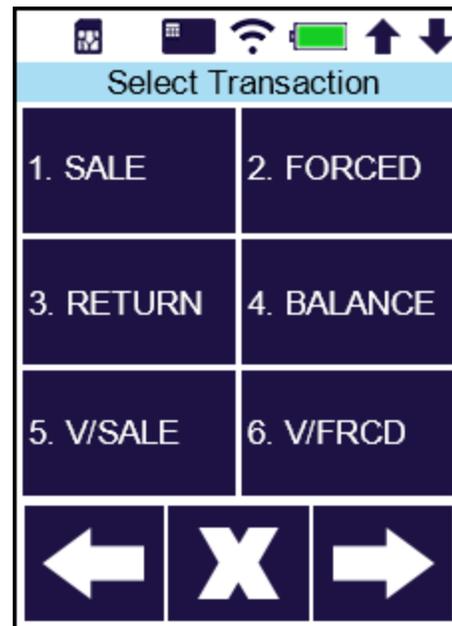
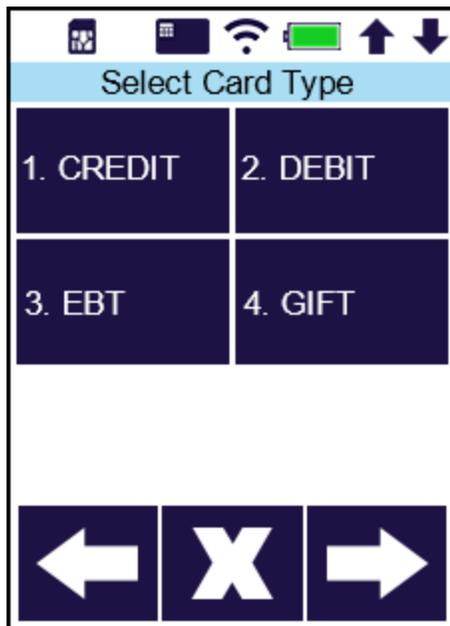
After the transaction completes, the terminal returns to the Idle Screen.



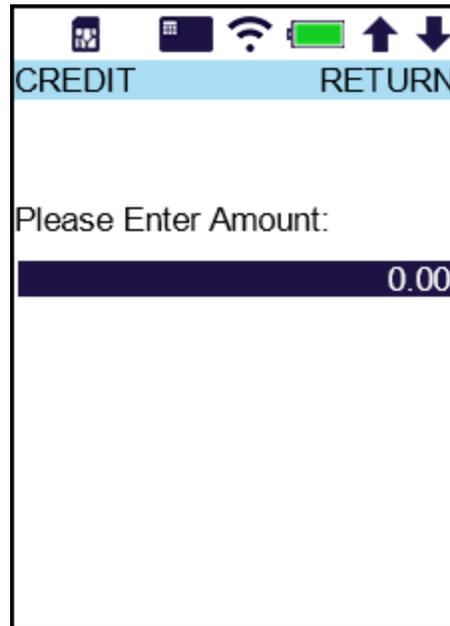
### 6.4.3 Credit Return

A credit RETURN is the reversal of an approved and settled transaction. A RETURN issues credit to the customer's credit card. If the transaction has not already been settled, a VOID should be processed.

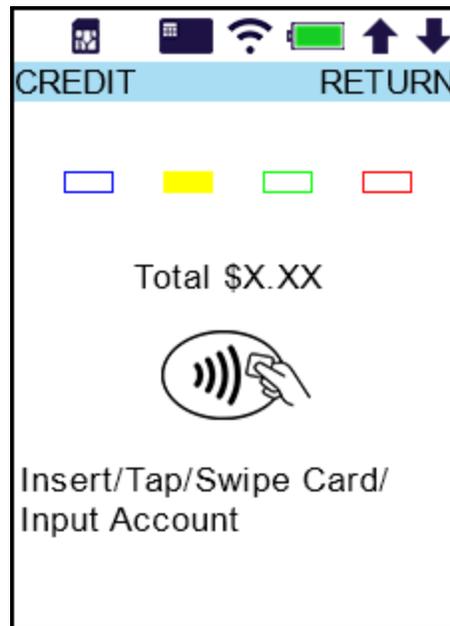
1. The merchant initiates a credit RETURN transaction using the S920 terminal.



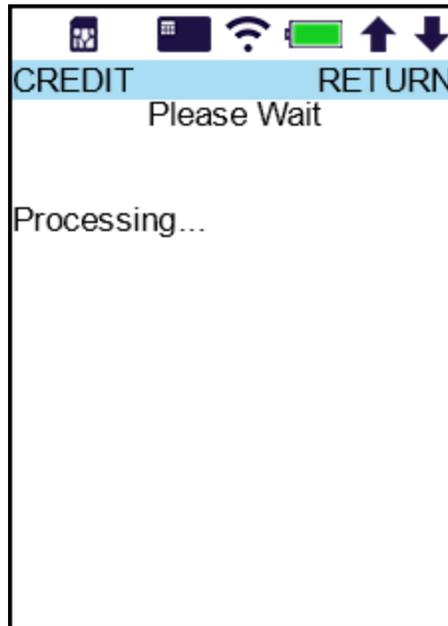
- The merchant enters the transaction amount.



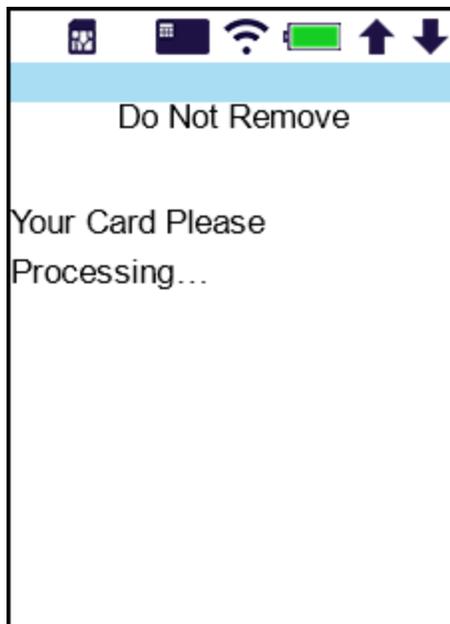
- The cardholder inserts, taps, or swipes the card. If necessary, the merchant may manually enter the card number.



- a. Tapping the card processes the transaction and proceeds to printing the receipt.



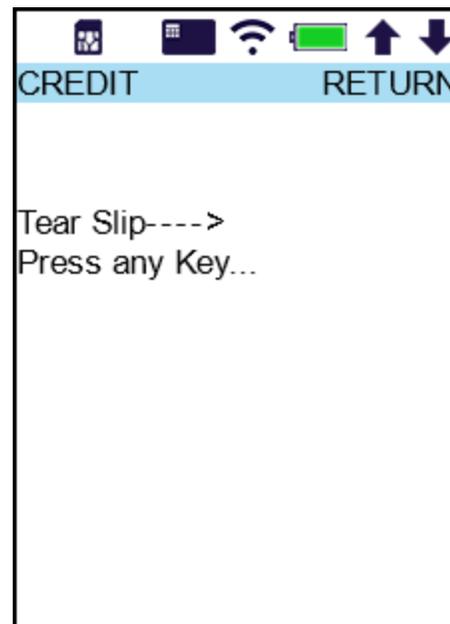
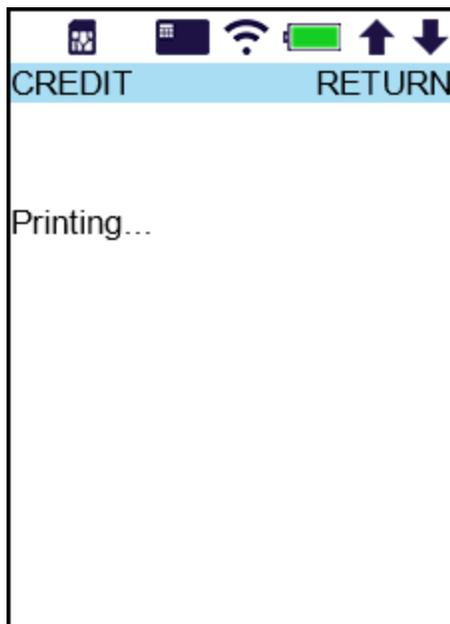
- b. Inserting the card alerts the merchant and cardholder to leave the card in the terminal while processing. Then the terminal requests the cardholder to provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.



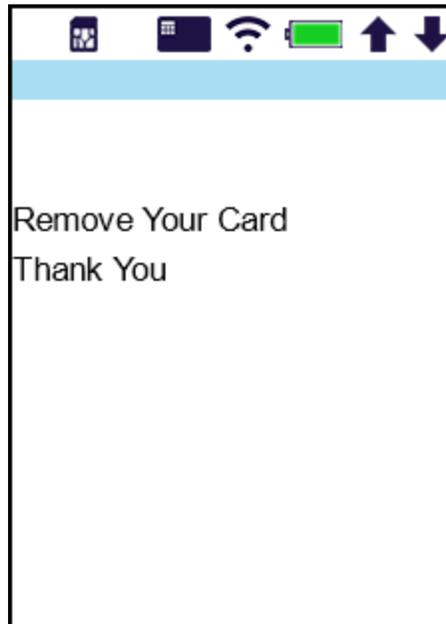
- c. Swiping the card prompts the cardholder to provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.



- d. See Manually Inputting Card Number on page 53 for the manual entry prompts.
4. The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



5. If the cardholder inserted their card, the terminal prompts the cardholder to remove the card.



After the transaction completes, the terminal returns to the Idle Screen.



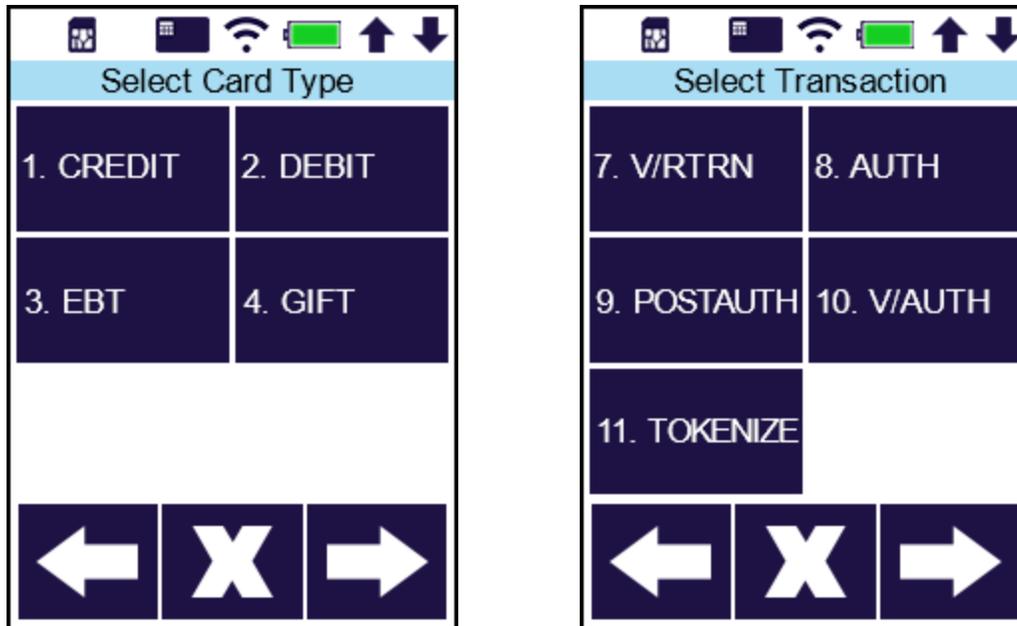
#### 6.4.4 Credit Auth

An AUTH transaction (card authorization, pre-authorization, or preauth) verifies an electronic transaction initiated with the credit card and holds that amount as unavailable until the merchant clears the transaction (settlement) or the transaction hold expires. The AUTH transaction does NOT charge the credit card but reserves the requested amount and places a hold on the cardholder's option-to-buy.

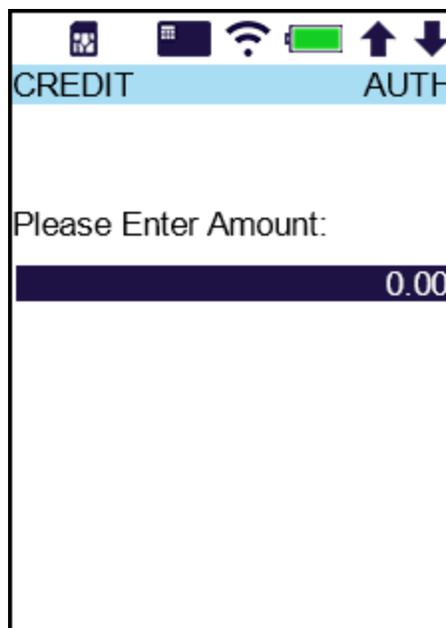
To charge the card after an AUTH transaction, perform a POSTAUTH transaction as shown in Section 6.4.5 on page 73.

For example, a cardholder is traveling and needs to book a room several days in advance. The cardholder calls the hotel and the hotel advises the cardholder to authorize a certain amount of money in advance to the hotel to book the room. The cardholder provides their credit card information to the hotel and the hotel performs a credit pre auth using the S920 terminal.

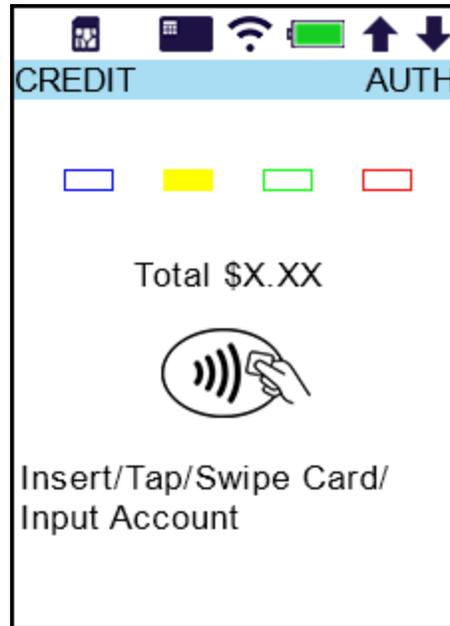
1. The merchant initiates a credit AUTH transaction using the S920 terminal.



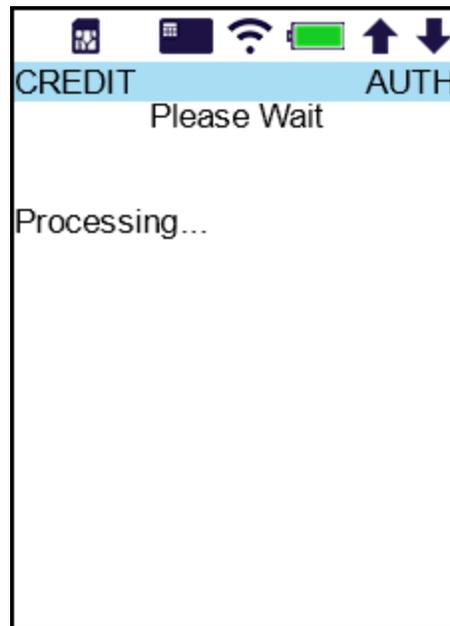
2. The merchant enters the transaction amount.



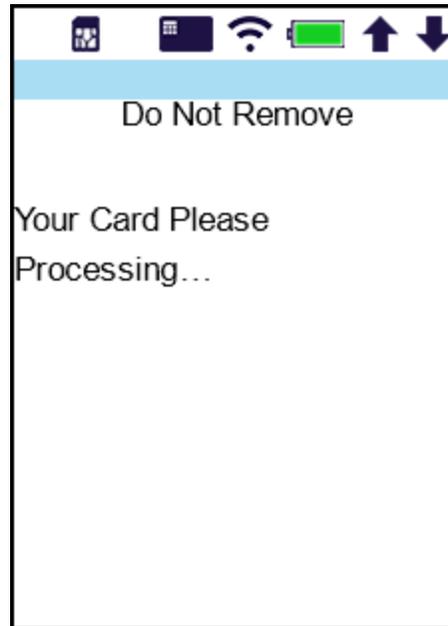
3. The cardholder inserts, taps, or swipes the card. If necessary, the merchant may manually enter the card number.



- a. Tapping the card processes the transaction and proceeds to printing the receipt.



- b. Inserting the card alerts the merchant and cardholder to leave the card in the terminal while processing before printing the receipt.

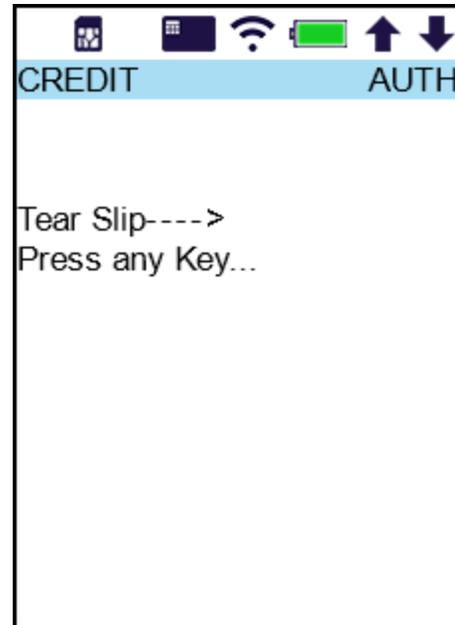
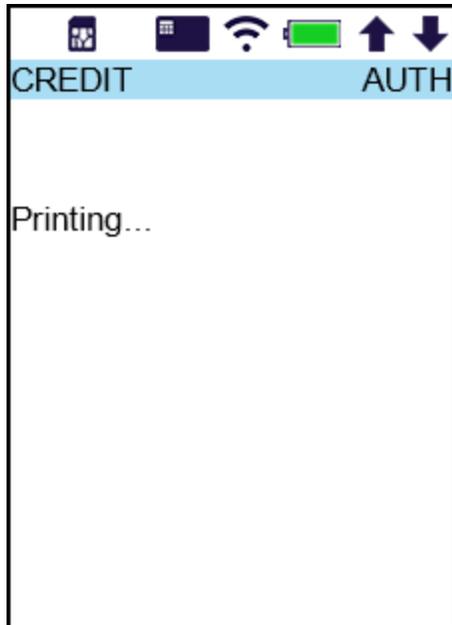


- c. Swiping the card prompts the cardholder to provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.

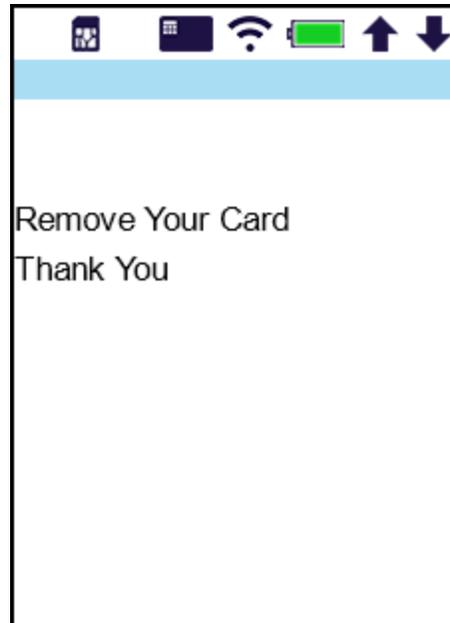


- d. See Manually Inputting Card Number on page 53 for the manual entry prompts.

- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



- If the cardholder inserted their card, the terminal prompts the cardholder to remove the card.



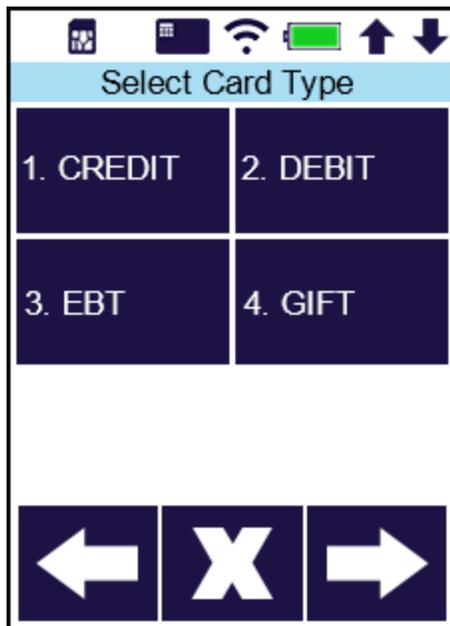
After the transaction completes, the terminal returns to the Idle Screen.



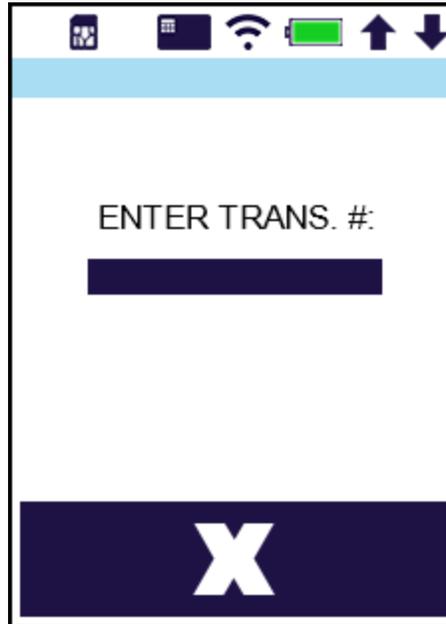
#### 6.4.5 Credit PostAuth

When authorization has previously been obtained via an AUTH transaction, a POSTAUTH can be performed to complete the transaction and receive payment.

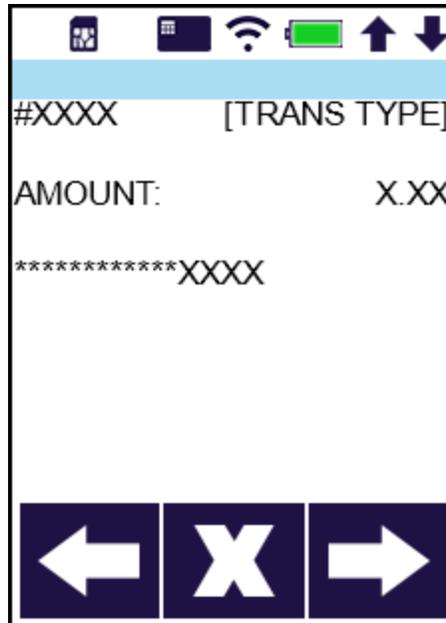
1. The merchant initiates a credit POSTAUTH transaction using the S920 terminal.



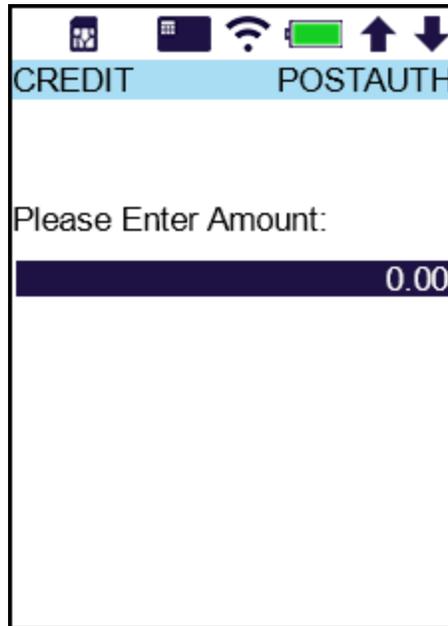
2. The merchant enters the AUTH transaction number.



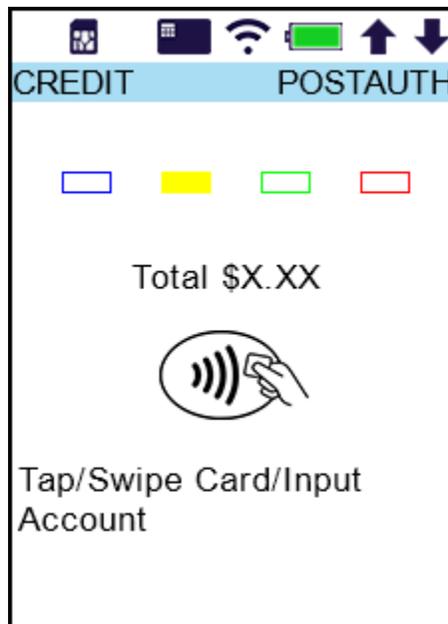
3. The merchant presses the green ENTER key to confirm the transaction is correct. Or the merchant may use the left and right arrow buttons to scroll through the available AUTH transactions. Pressing the X button or red CANCEL key exits the POSTAUTH transaction.



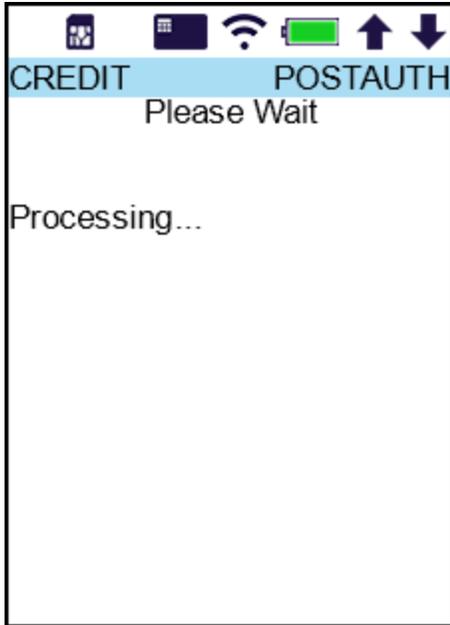
- The merchant enters the amount to charge the card. This amount may match the AUTH transaction amount or may differ depending on the business.



- The cardholder taps or swipes the card. If necessary, the merchant may manually enter the card number. If the merchant attempts to use a different card from the original AUTH transaction, an ACCOUNT MISMATCH error may occur.



- a. Tapping the card processes the transaction and requests the cardholder to provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.

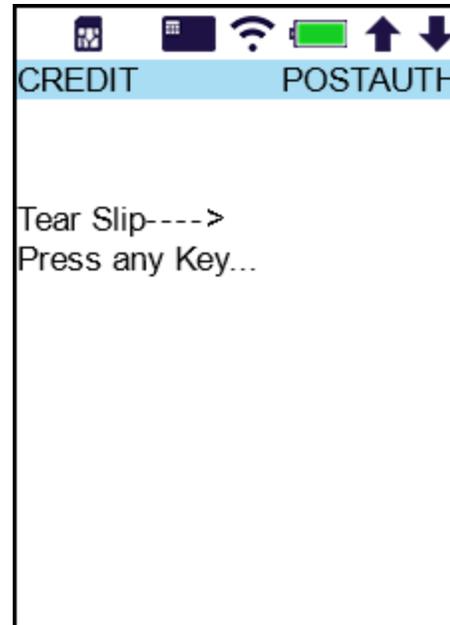
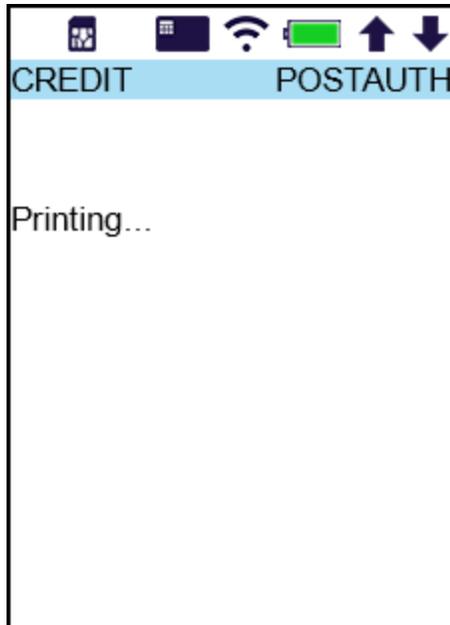


- b. Swiping the card prompts the cardholder to provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.

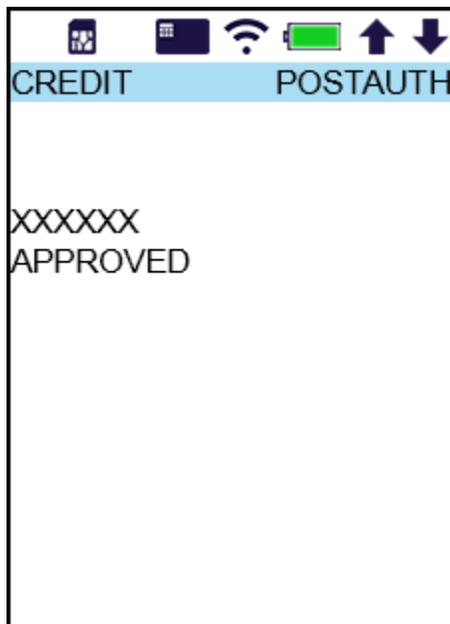


- c. See Manually Inputting Card Number on page 53 for the manual entry prompts.

- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



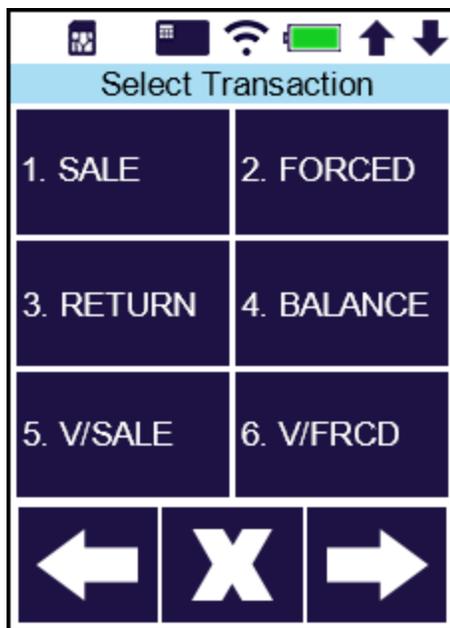
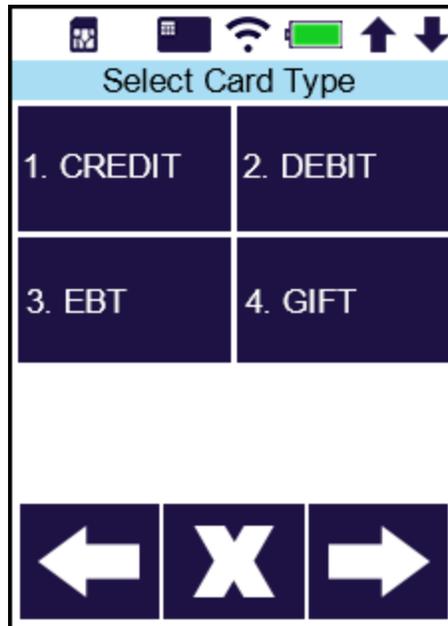
After the transaction completes, the terminal may display the approval code on screen or return directly to the Idle Screen.



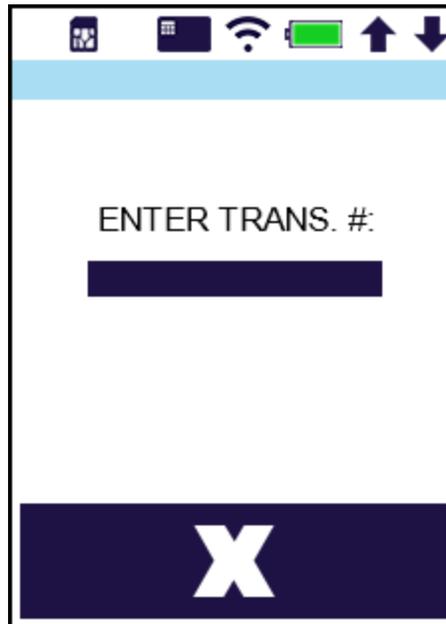
### 6.4.6 Credit Void

A VOID transaction nullifies a previously approved transaction that has been authorized but not settled or a RETURN processed in error. However, if the transaction has already been settled, a RETURN must be processed. The merchant may void a SALE, RETURN, AUTH, or FORCED transaction. A VOID does not remove the hold on the customer’s open-to-buy. The terminal uses the same VOID prompts, except when performing a V/AUTH.

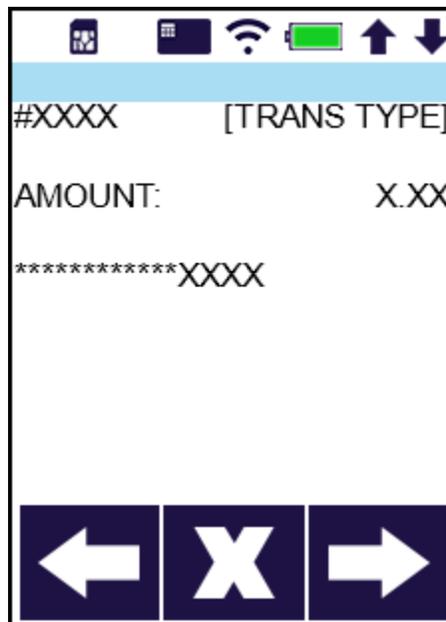
1. The merchant initiates a credit VOID transaction, indicated by V/ in the menu, using the S920 terminal.



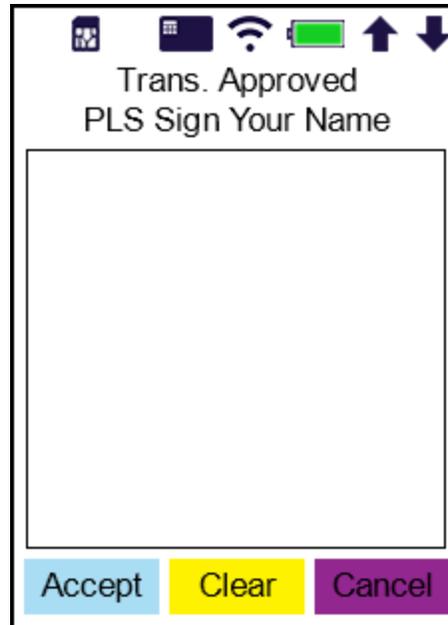
- The merchant enters the transaction number to void.



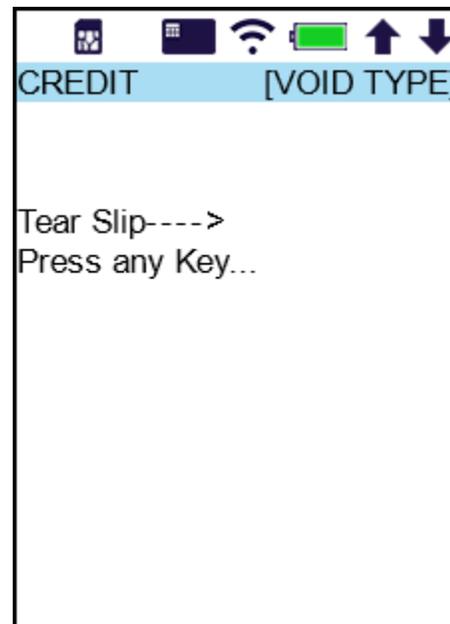
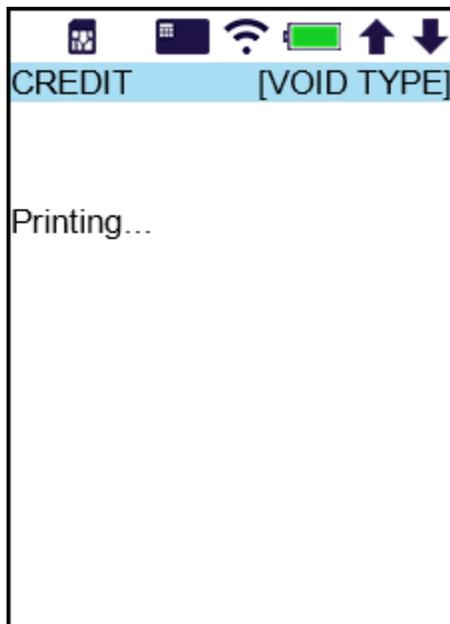
- The merchant presses the green ENTER key to confirm the transaction is correct. Or the merchant may use the left and right arrow buttons to scroll through the available transactions in the specified transaction type. Pressing the X button or red CANCEL key exits the VOID transaction.



- The terminal prompts the cardholder to provide a signature to confirm the VOID before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.



- The terminal nullifies the transaction in the batch and prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



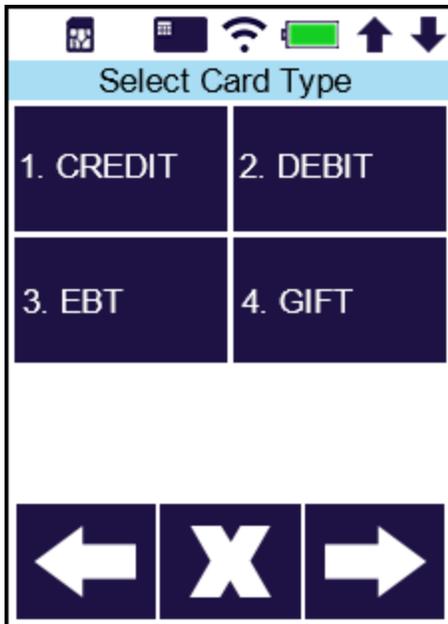
After the transaction completes, the terminal returns to the Idle Screen.



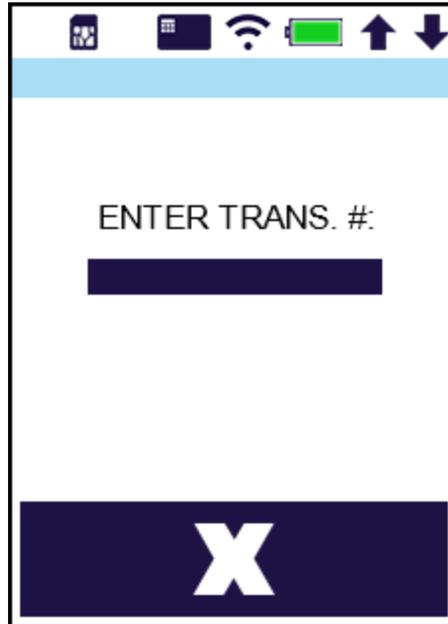
#### 6.4.6.1 Credit Void Auth

An AUTH sale can be VOIDED if the transaction is in the current open batch. A VOID/AUTH does remove any hold on the customer’s open-to-buy. A POSTAUTH transaction cannot be voided.

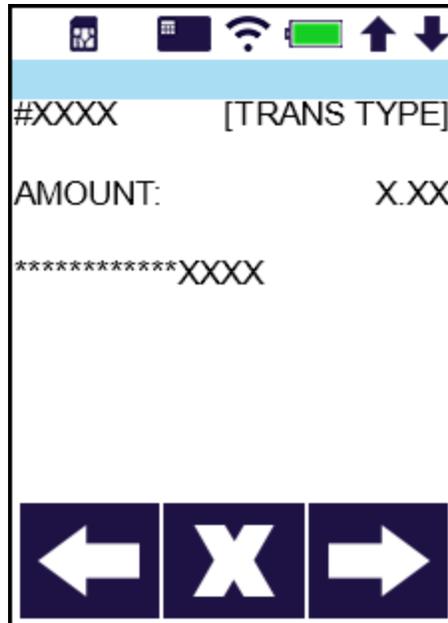
1. The merchant initiates a credit VOID/AUTH transaction using the S920 terminal.



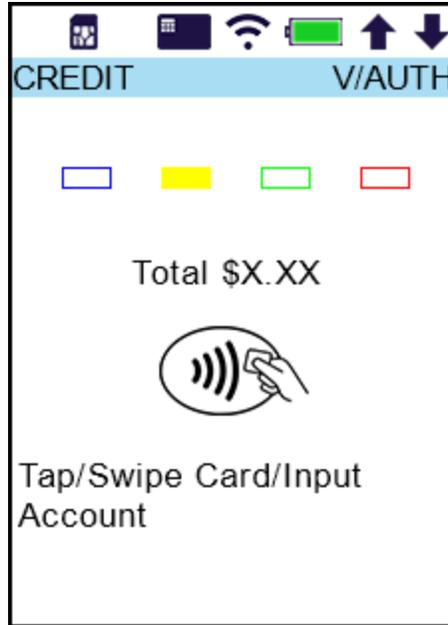
- The merchant enters the transaction number for the AUTH transaction to void.



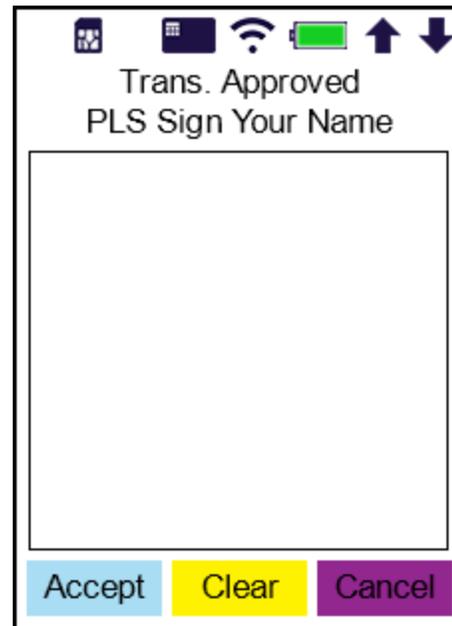
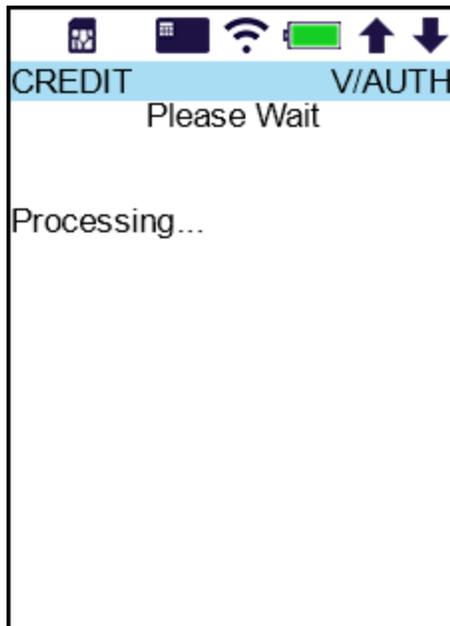
- The merchant presses the green ENTER key to confirm the transaction is correct. Or the merchant may use the left and right arrow buttons to scroll through the available AUTH transactions. Pressing the X button or red CANCEL key exits the VOID transaction.



4. The cardholder taps or swipes the card. If necessary, the merchant may manually enter the card number. If the merchant attempts to use a different card from the original AUTH transaction, an ACCOUNT MISMATCH error may occur.



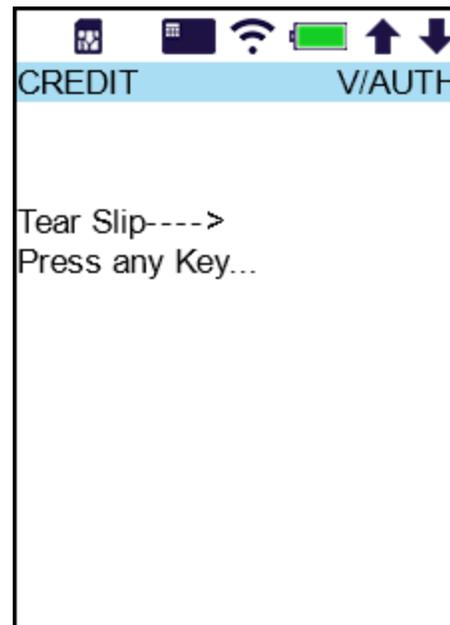
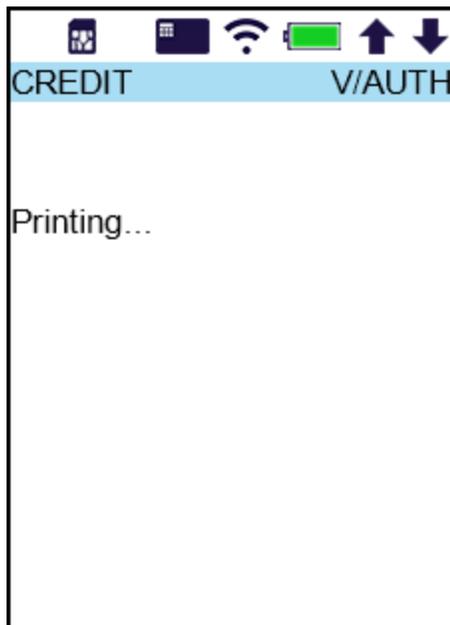
- a. Tapping the card processes the transaction and requests the cardholder to provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.



- b. Swiping the card prompts the cardholder to provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.



- c. See Manually Inputting Card Number on page 53 for the manual entry prompts.
5. The terminal nullifies the transaction in the batch and prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



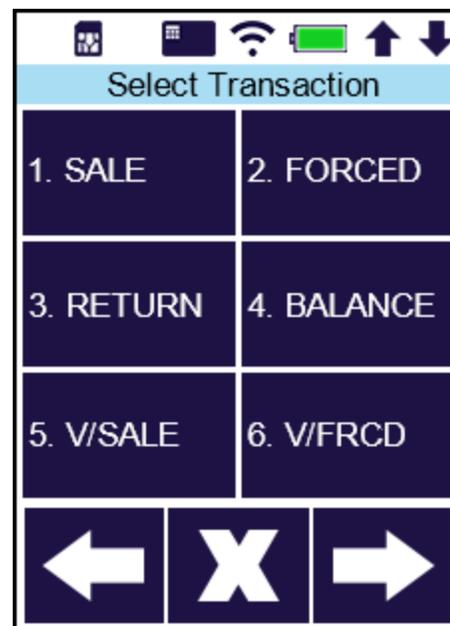
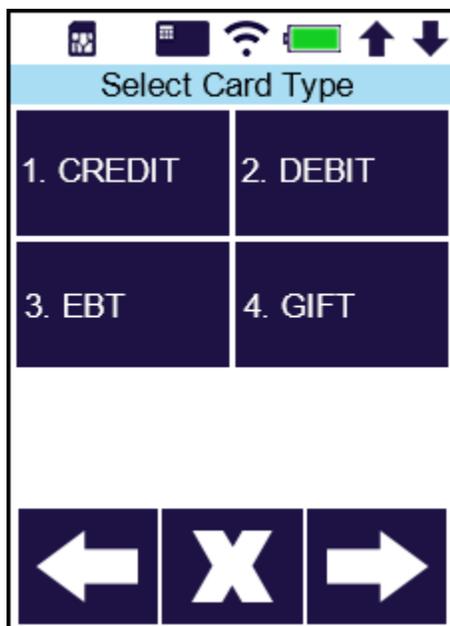
After the transaction completes, the terminal returns to the Idle Screen.



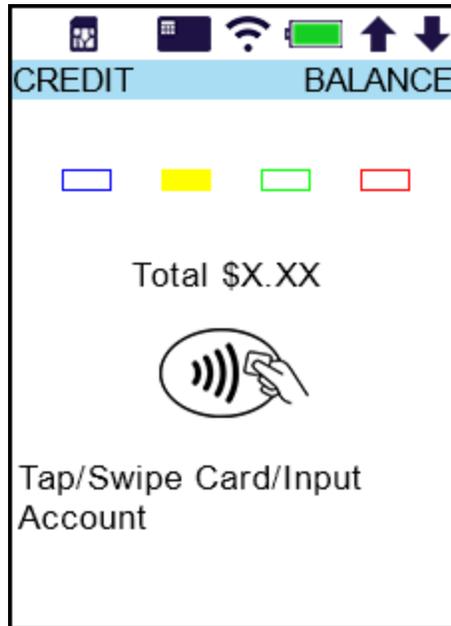
#### 6.4.7 Credit Balance Inquiry

A balance inquiry checks if the customer's card has enough funds to cover the purchase.

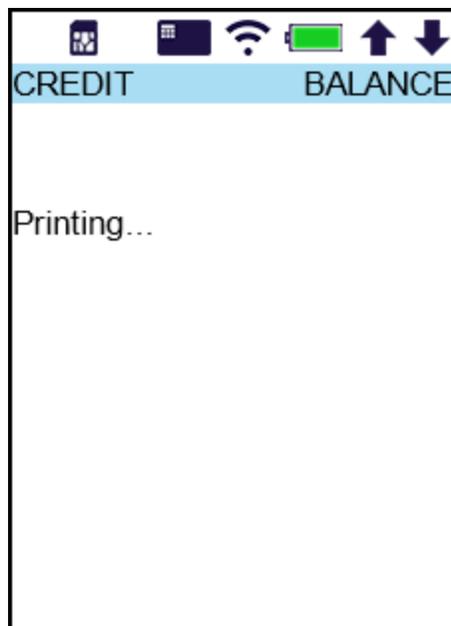
1. The merchant initiates a credit BALANCE transaction using the S920 terminal.



2. The cardholder taps or swipes the card. If necessary, the merchant may manually enter the card number.



- a. See Manually Inputting Card Number on page 53 for the manual entry prompts.
3. The terminal prints the customer copy.



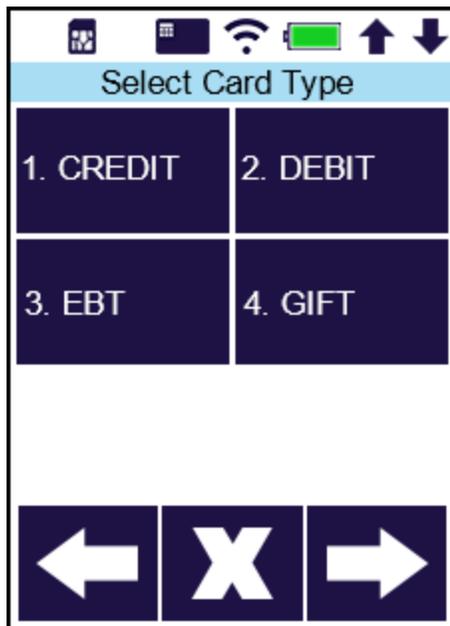
After the transaction completes, the terminal returns to the Idle Screen.



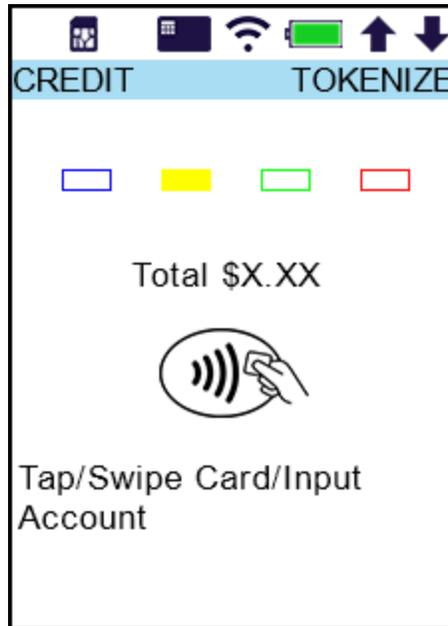
#### 6.4.8 Credit Tokenize

Tokenization substitutes the sensitive card data with a generated number called a token. The token helps secure the cardholder data from potential hackers.

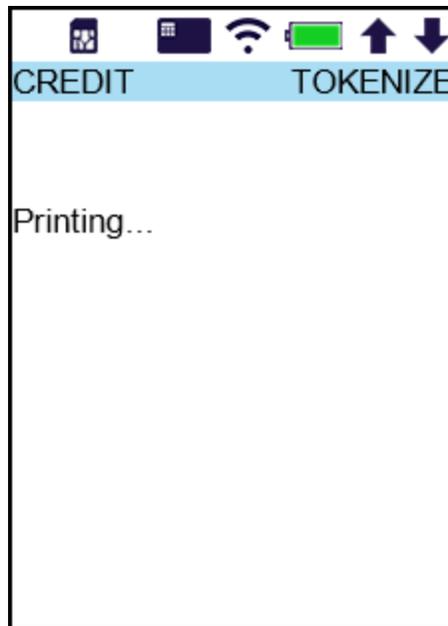
1. The merchant initiates a credit BALANCE transaction using the S920 terminal.



- The cardholder taps or swipes the card. If necessary, the merchant may manually enter the card number.



- See Manually Inputting Card Number on page 53 for the manual entry prompts.
- The terminal prints the customer copy.



After the transaction completes, the terminal returns to the Idle Screen.



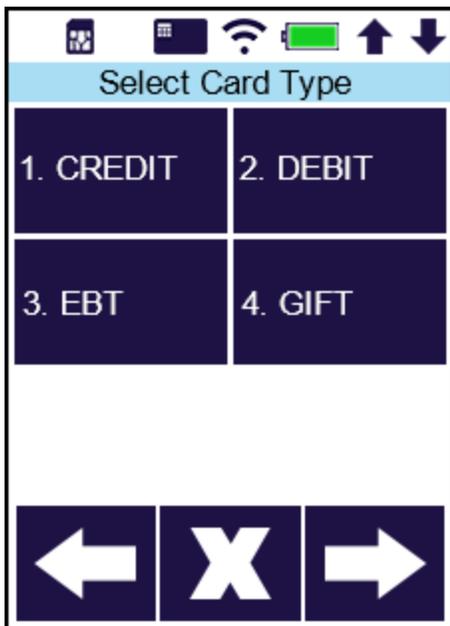
## 6.5 Debit Transactions

This section details retail debit card transaction types.

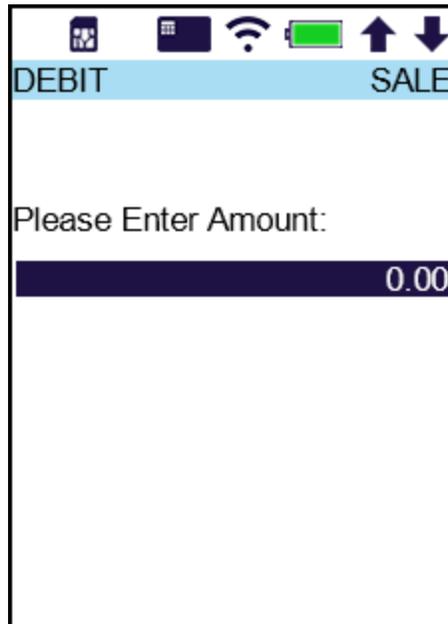
### 6.5.1 Debit Sale

Debit card sales immediately withdraw funds from the cardholder’s bank account. A debit card sale must be completed by the customer in person. Manually entered debit transactions are not allowed.

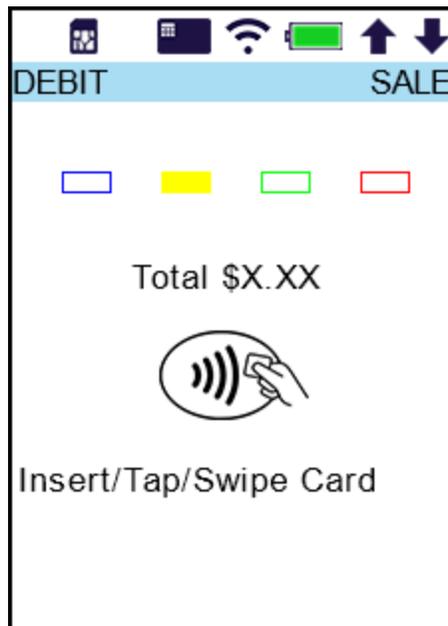
1. The merchant initiates a debit SALE transaction using the S920 terminal.



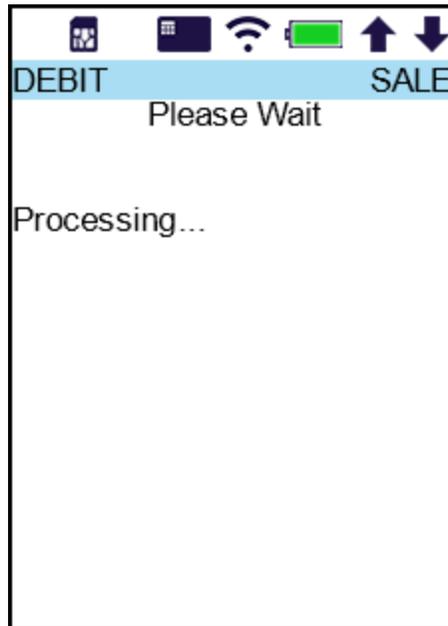
- The merchant enters the transaction amount.



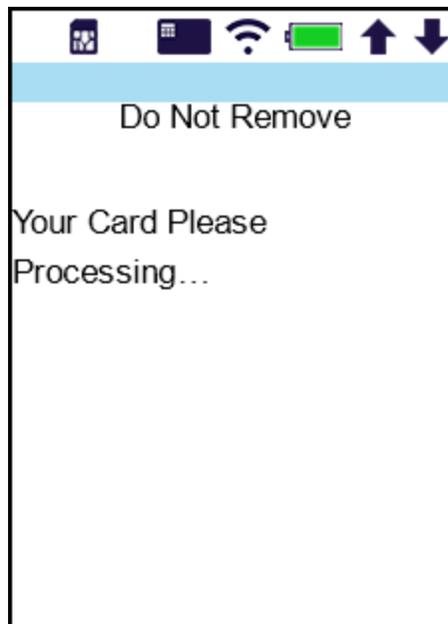
- The cardholder inserts, taps, or swipes the card.

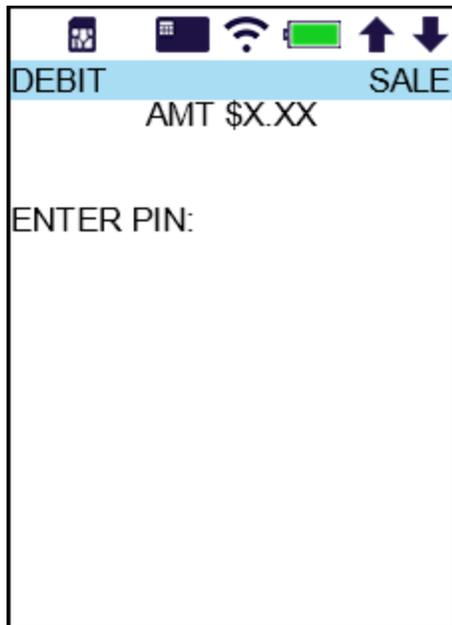


- a. Tapping the card processes the transaction and proceeds to printing the receipt.



- b. Inserting the card alerts the merchant and cardholder to leave the card in the terminal while processing. Then the terminal requests the cardholder to enter their PIN number, up to 12 digits, or provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.

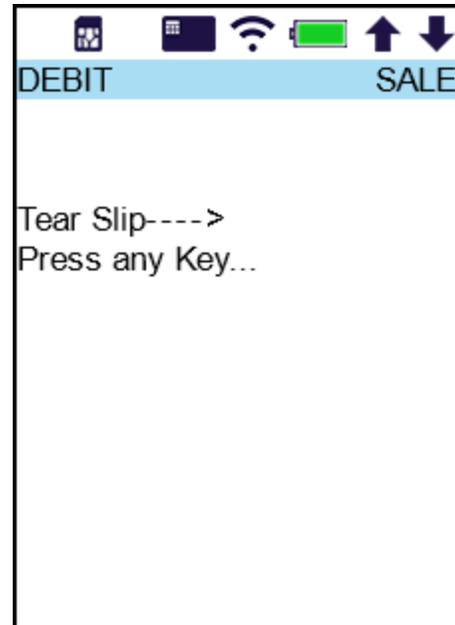
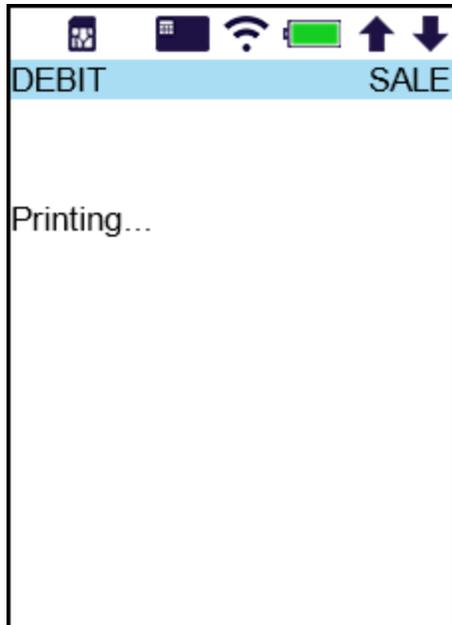




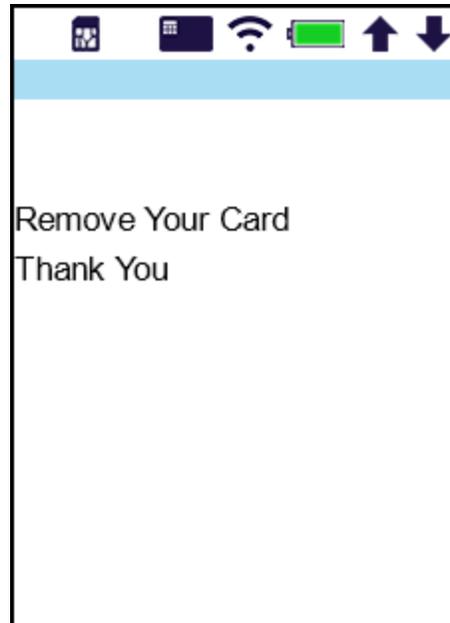
- c. Swiping the card prompts the cardholder to enter their PIN number, up to 12 digits, or provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.



- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



- If the cardholder inserted their card, the terminal prompts the cardholder to remove the card.



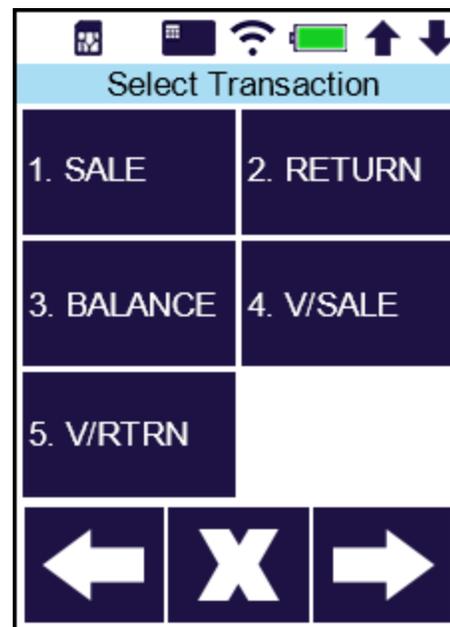
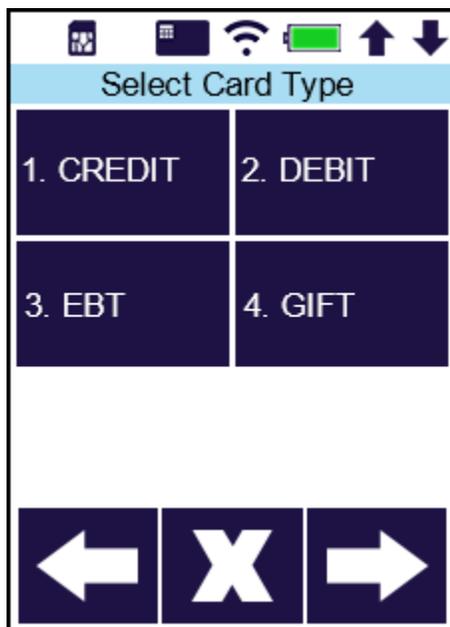
After the transaction completes, the terminal returns to the Idle Screen.



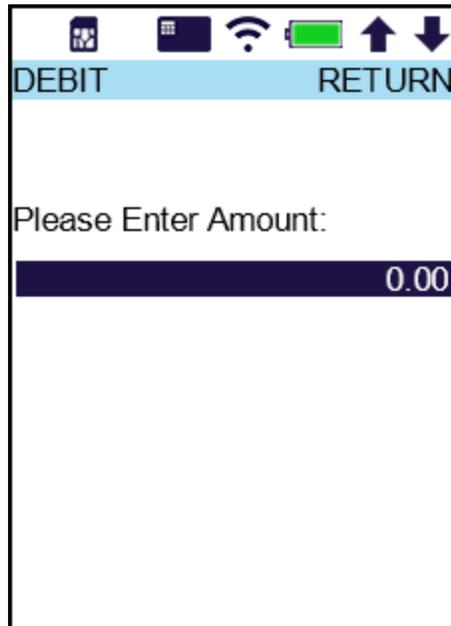
### 6.5.2 Debit Return

A debit transaction cannot be voided but it can be returned. A debit RETURN is the reversal of an approved and settled transaction. A RETURN refunds the specified amount back to the customer's bank account. If the transaction has not already been settled, a VOID should be processed. Just like a debit SALE, the card must be physically present to perform a Debit RETURN.

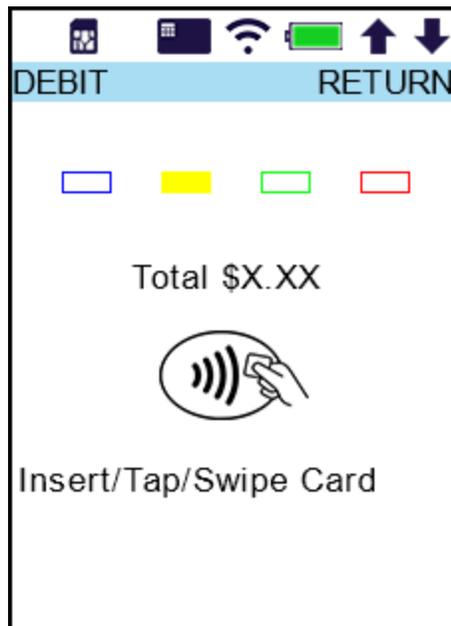
1. The merchant initiates a debit RETURN transaction using the S920 terminal.



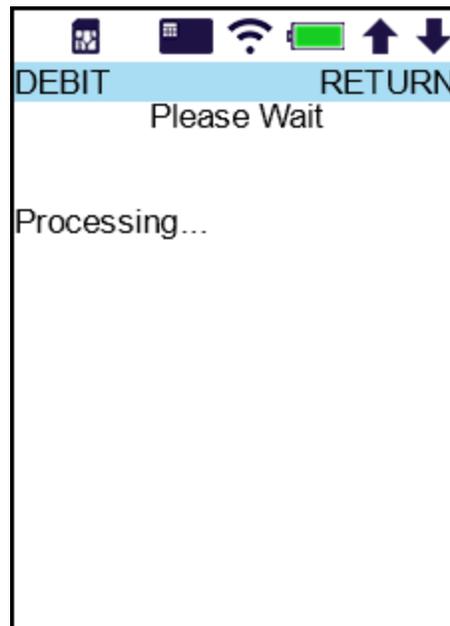
- The merchant enters the transaction amount.



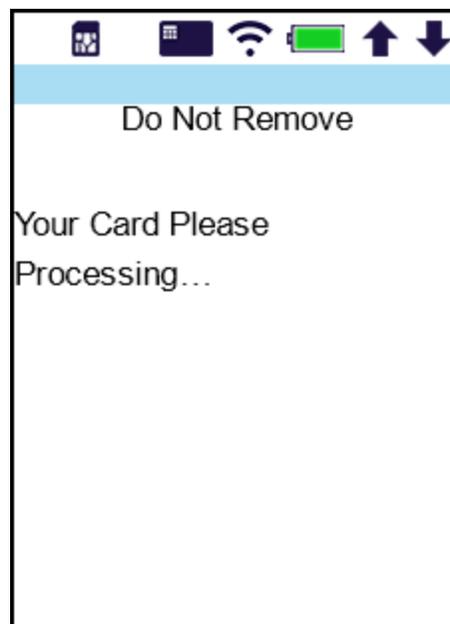
- The cardholder inserts, taps, or swipes the card.



- a. Tapping the card processes the transaction and proceeds to printing the receipt.

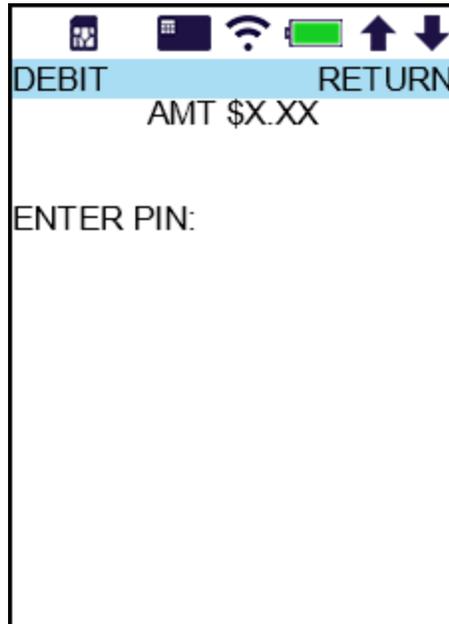


- b. Inserting the card alerts the merchant and cardholder to leave the card in the terminal while processing. Then the terminal requests the cardholder to enter their PIN number, up to 12 digits, or provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.

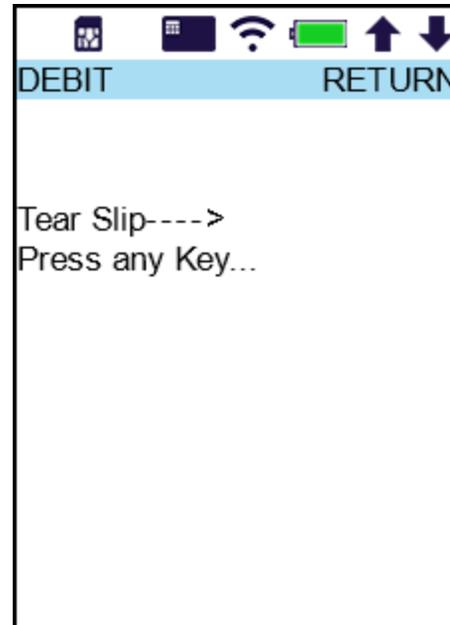
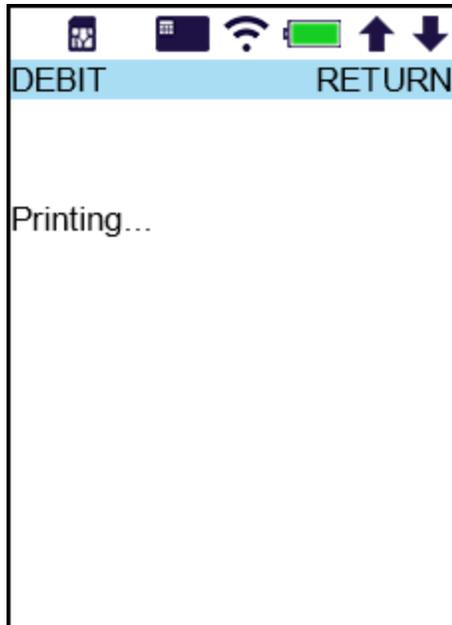




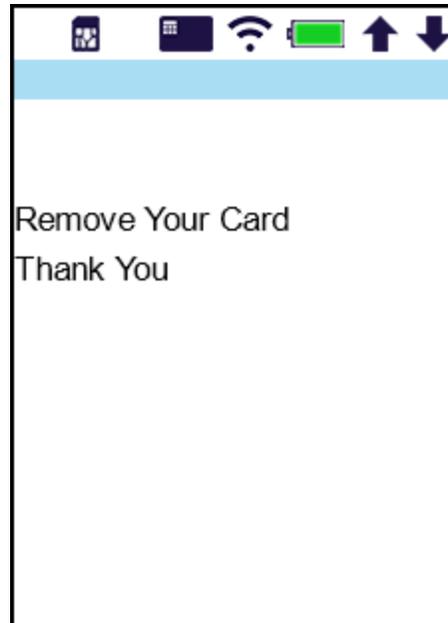
- c. Swiping the card prompts the cardholder to enter their PIN number, up to 12 digits, or provide a signature before printing the receipt. The merchant may press the Cancel button to require a physical signature on the receipt instead.



- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



- If the cardholder inserted their card, the terminal prompts the cardholder to remove the card.



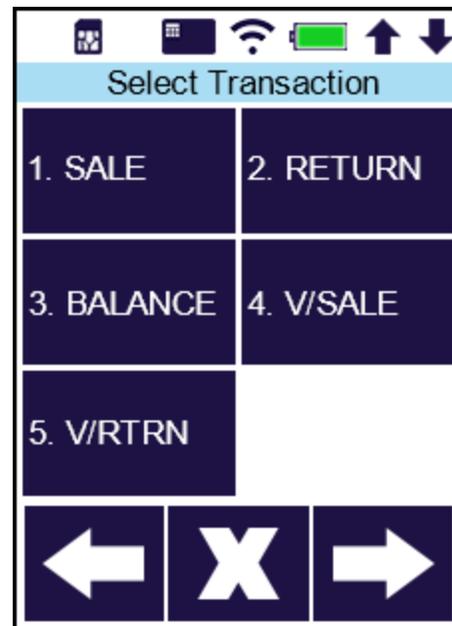
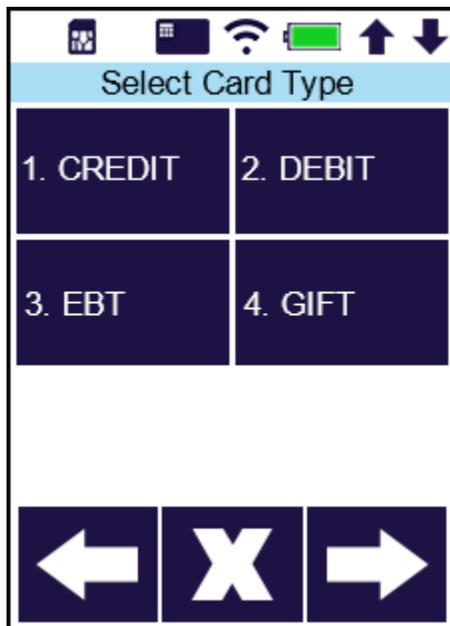
After the transaction completes, the terminal returns to the Idle Screen.



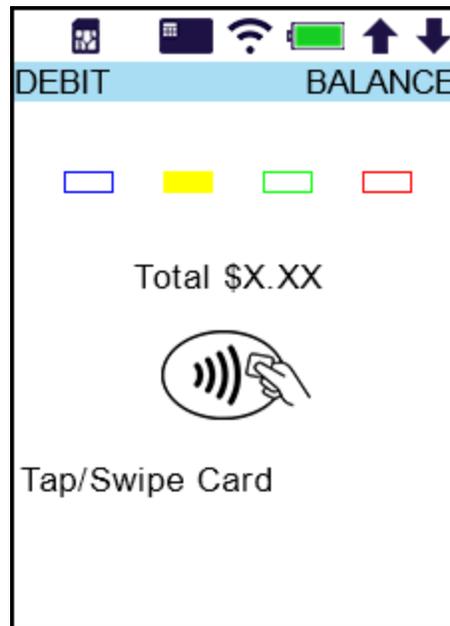
### 6.5.3 Debit Balance Inquiry

A balance inquiry checks if the customer's card has enough funds to cover the purchase.

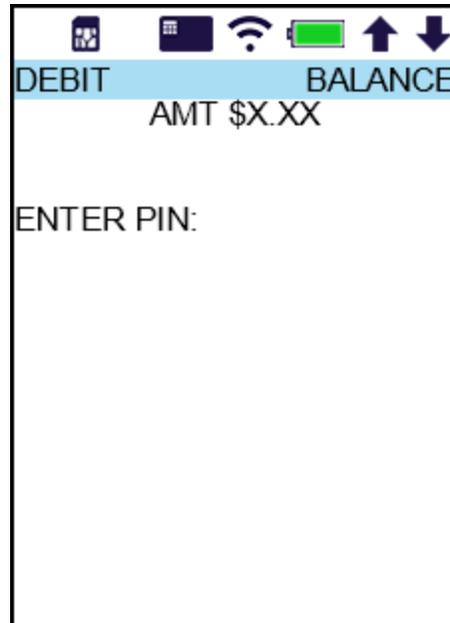
1. The merchant initiates a debit BALANCE transaction using the S920 terminal.



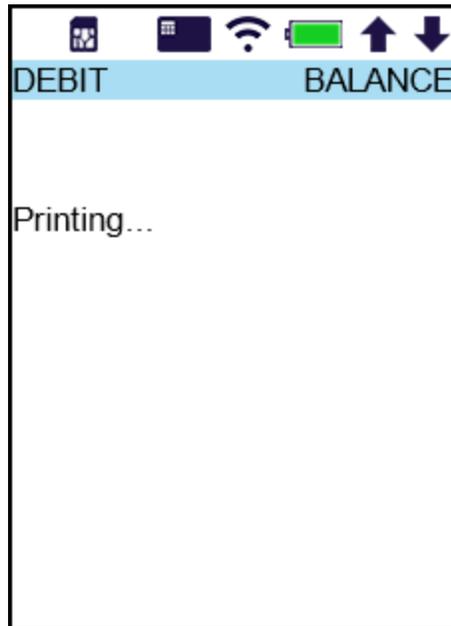
2. The cardholder taps or swipes the card. If necessary, the merchant may manually enter the card number.



- a. Tapping or swiping the card processes the transaction and requests the cardholder to enter their PIN number, up to 12 digits, before printing the receipt.



3. The terminal prints the customer copy.



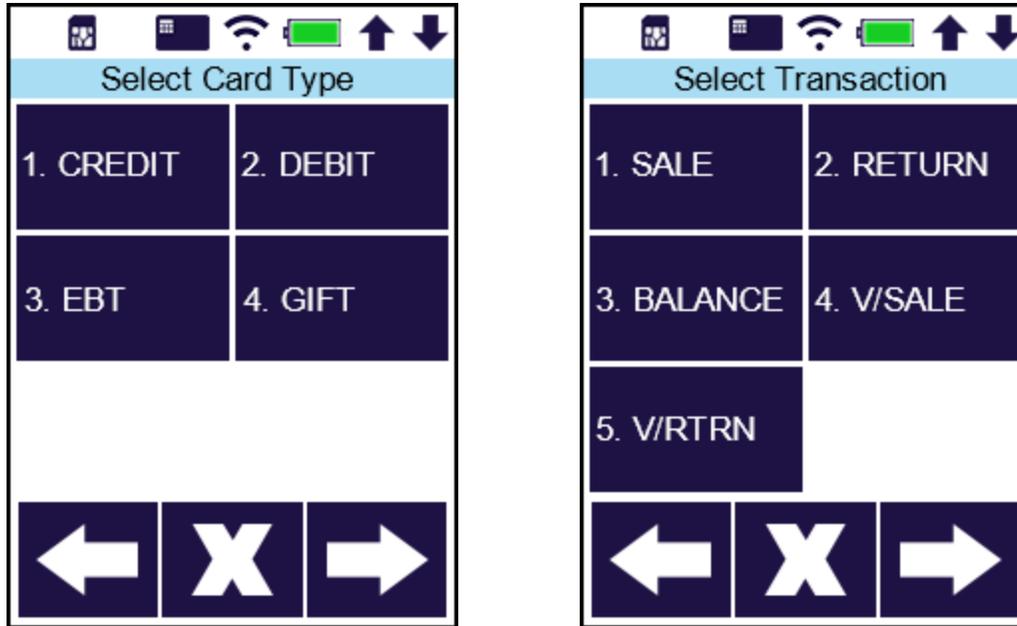
After the transaction completes, the terminal returns to the Idle Screen.



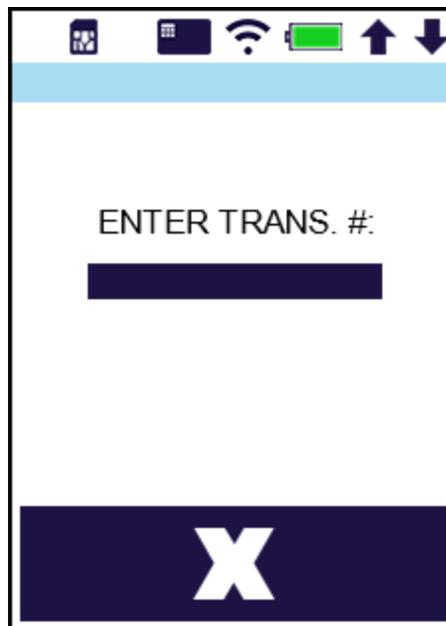
### 6.5.4 Debit Void

A VOID transaction nullifies a previously approved transaction that has been authorized but not settled or a RETURN processed in error. However, if the transaction has already been settled, a RETURN must be processed. The merchant may void a SALE or RETURN transaction in the current open batch. The VOID prompts are the same.

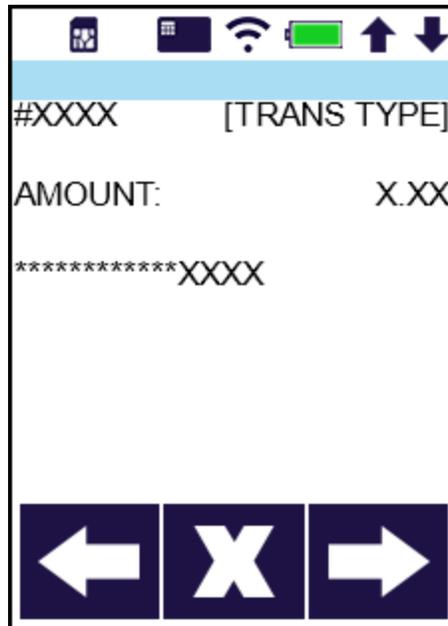
1. The merchant initiates a debit VOID transaction, indicated by V/ in the menu, using the S920 terminal.



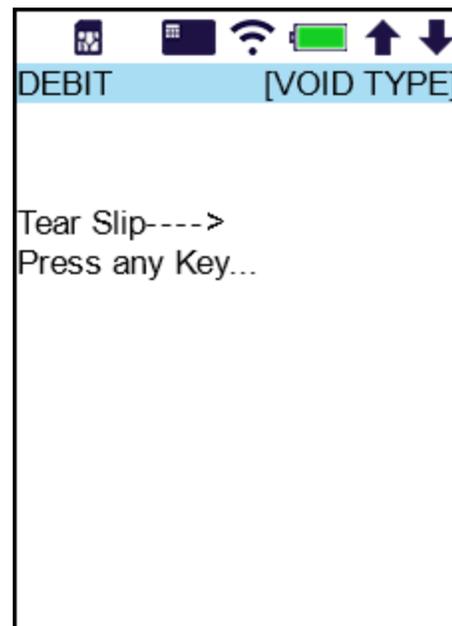
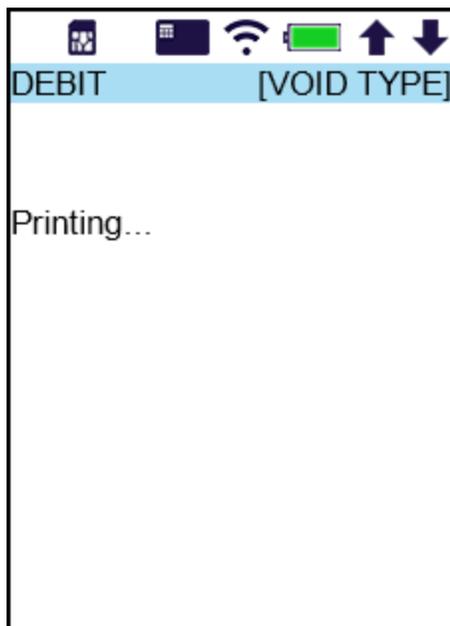
2. The merchant enters the transaction number to void.



- The merchant presses the green ENTER key to confirm the transaction is correct. Or the merchant may use the left and right arrow buttons to scroll through the available transactions in the specified transaction type. Pressing the X button or red CANCEL key exits the VOID transaction.



- The terminal nullifies the transaction in the batch and prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



After the transaction completes, the terminal returns to the Idle Screen.



## 6.6 Electronic Benefits Transfer (EBT) Transactions

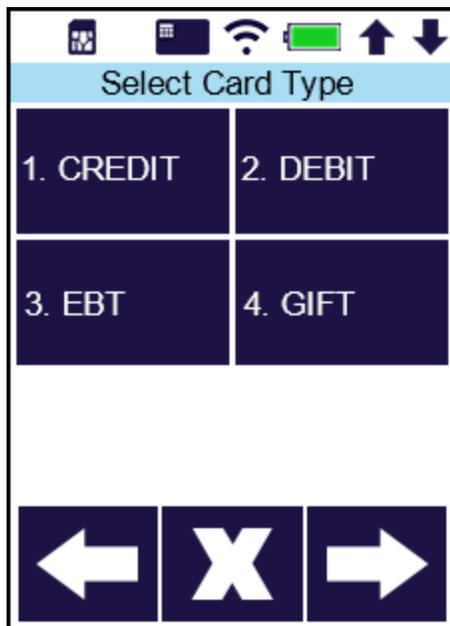
This section details retail EBT transactions for food stamps and cash benefit. EBT or Electronic Benefits Transfer is an electronic system that authorizes the issuer to use their government provided benefits to purchase food items or make use of the Cash Benefit feature.

Voucher are commonly used during system outages and must be cleared using a SALE transaction to process the transaction. For Voucher transactions, the merchant must confirm there are enough funds in the cardholder’s EBT account for the transaction and obtain the authorization code for the transaction by calling the 800 number on the back of the card. The merchant must write this code on the voucher and both the merchant and cardholder signs the voucher.

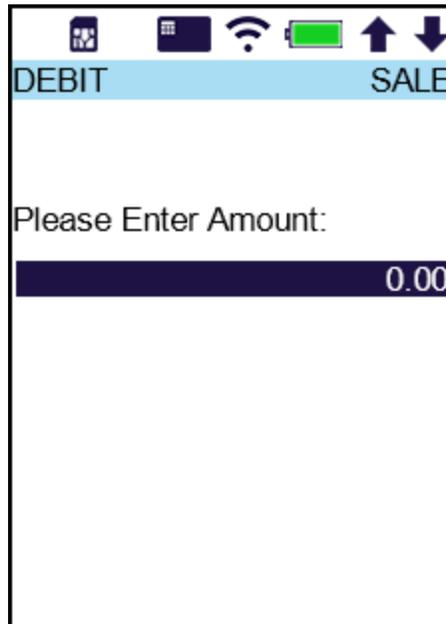
### 6.6.1 EBT Sale

EBT Food Stamp or Cash Benefit SALE transactions can only be swiped or manually entered. An EBT Voucher SALE transaction can only be manually entered.

1. The merchant initiates an EBT SALE transaction using the S920 terminal.



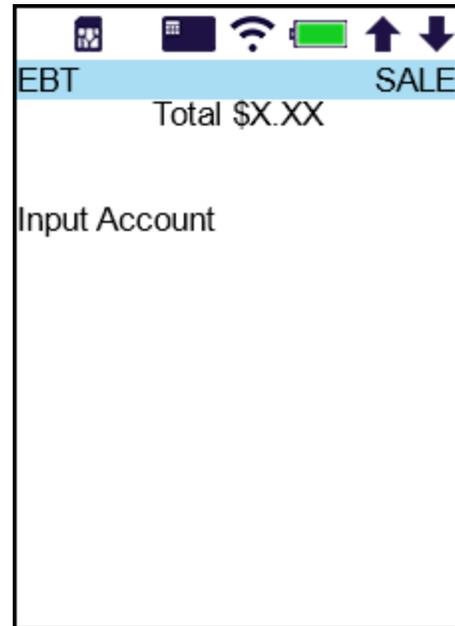
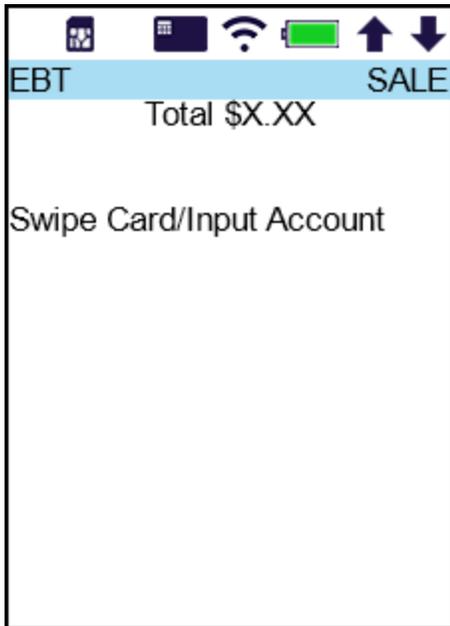
2. The merchant enters the transaction amount.



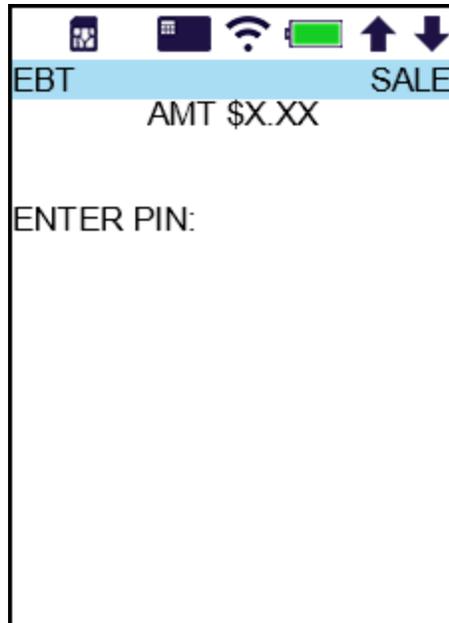
3. The merchant selects the type of EBT payment.



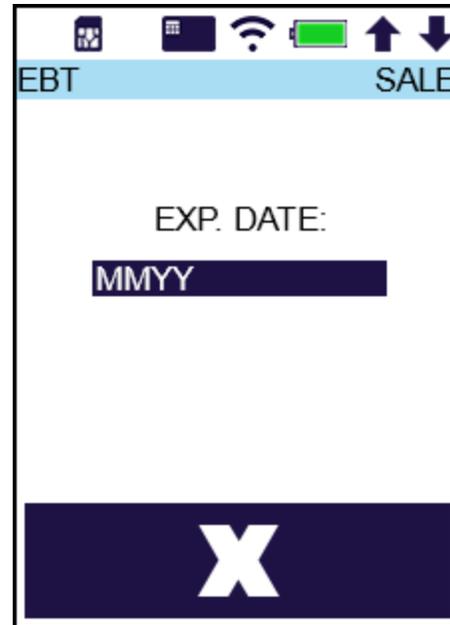
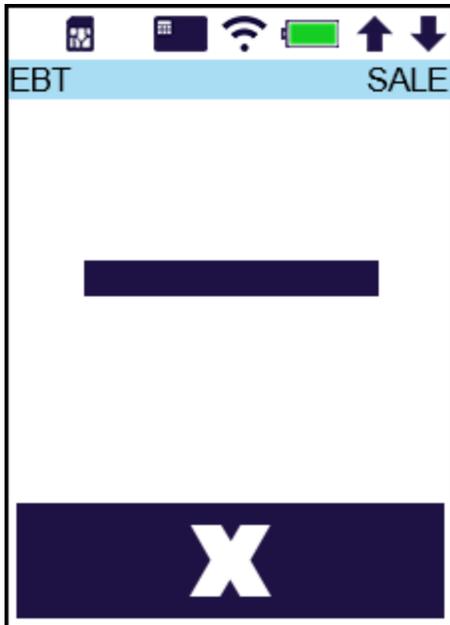
- The cardholder swipes the card or manually enters the card number for a Food Stamp or Cash Benefit transaction. For a Voucher transaction, the cardholder inputs the card number.



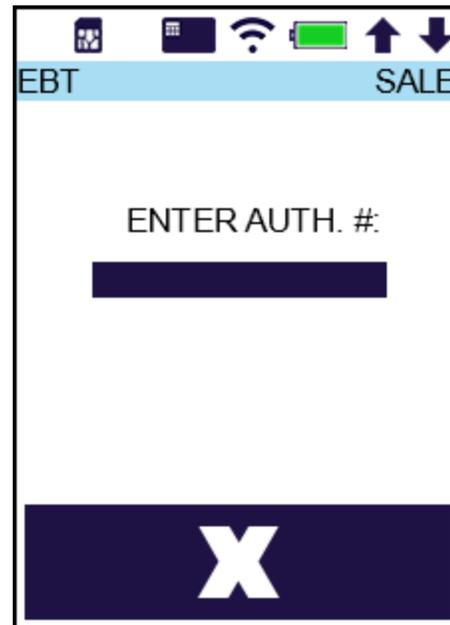
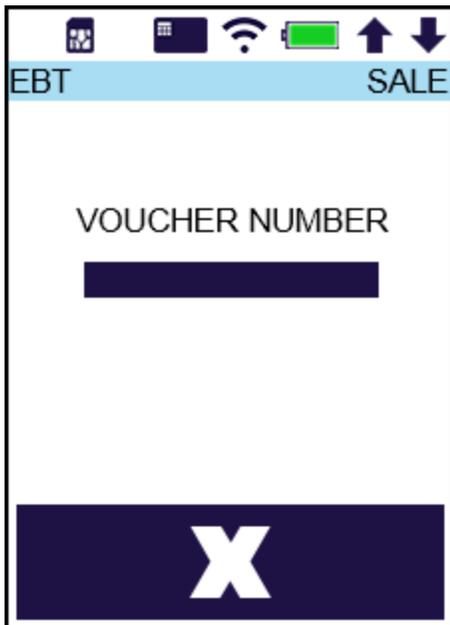
- Swiping the card prompts the cardholder to enter their PIN number, up to 12 digits, before the terminal prints the receipt.



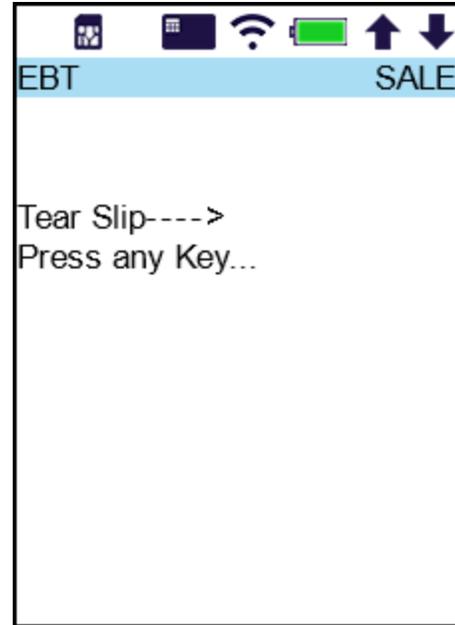
- b. For Voucher SALE transactions, the merchant manually enters the EBT card number, up to 19 digits, from the voucher and press the green ENTER key. Then the merchant enters the card's expiration date and presses the green ENTER key.



- c. After entering the card's expiration date, the merchant enters the voucher number to clear and presses the green ENTER key. Then the merchant enters the authorization number obtained from the voice approval and presses the green ENTER key to complete the transaction before the terminal prints the receipt.



- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



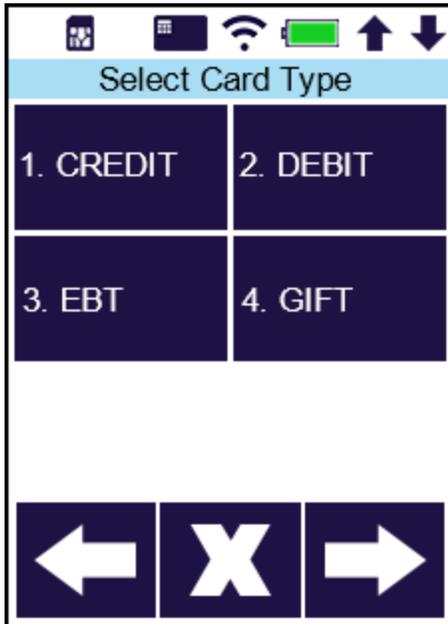
After the transaction completes, the terminal returns to the Idle Screen.



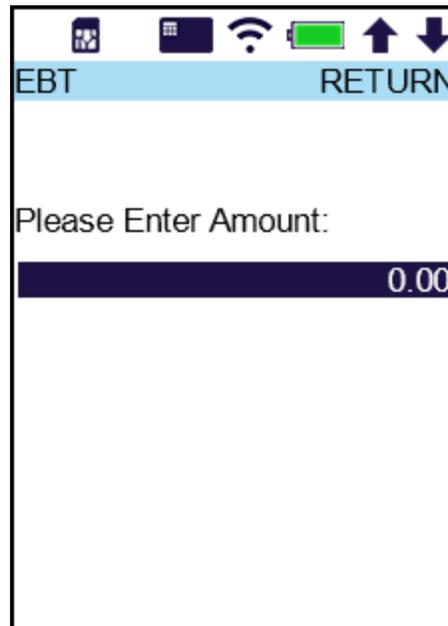
### 6.6.2 EBT Return

An EBT RETURN is the reversal of an approved and settled transaction. A RETURN refunds the specified amount back to the customer’s EBT card. If the transaction has not already been settled, a VOID should be processed. EBT return is not available for Cash Benefit.

1. The merchant initiates an EBT RETURN transaction using the S920 terminal.



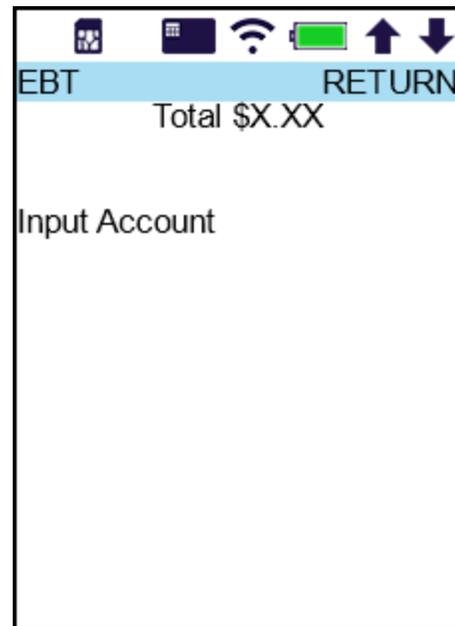
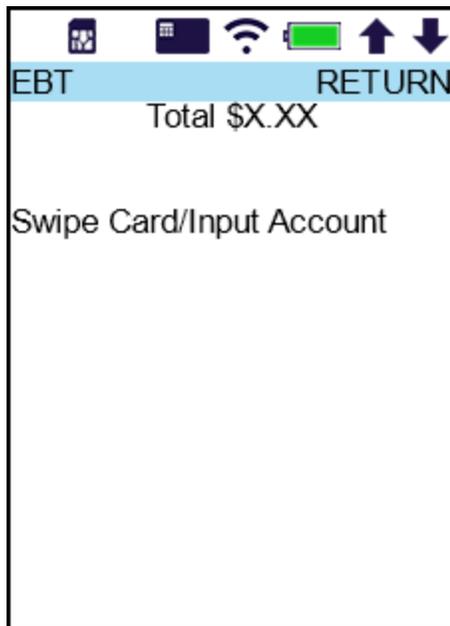
2. The merchant enters the transaction amount.



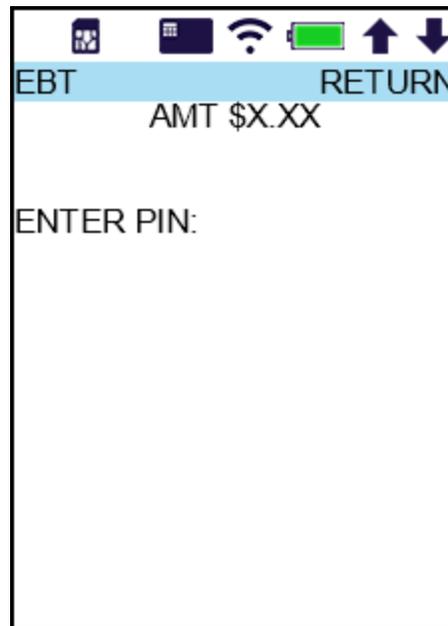
- The merchant selects the type of EBT payment.



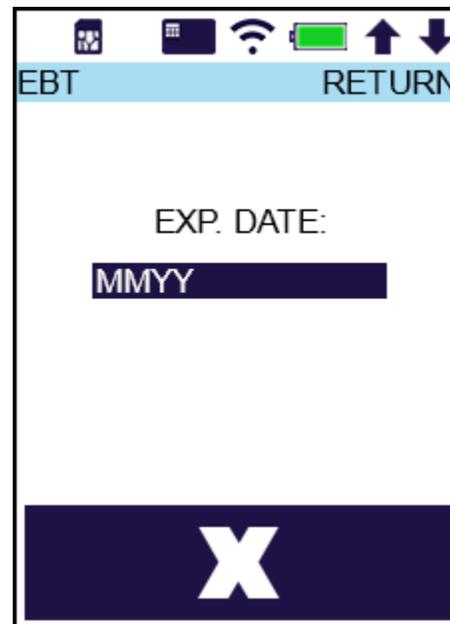
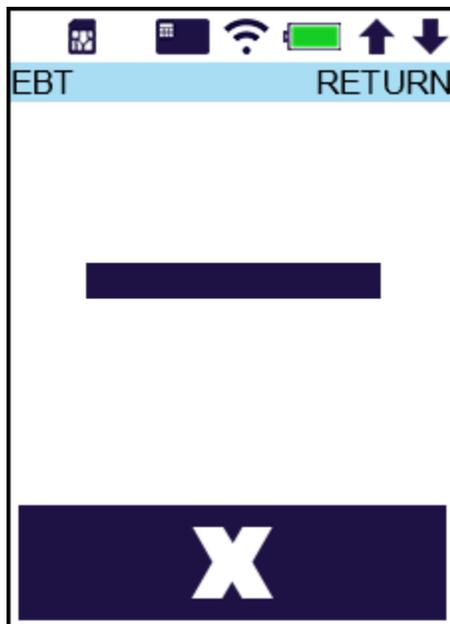
- The cardholder swipes the card or manually enters the card number for a Food Stamp transaction. For a Voucher transaction, the cardholder inputs the card number.



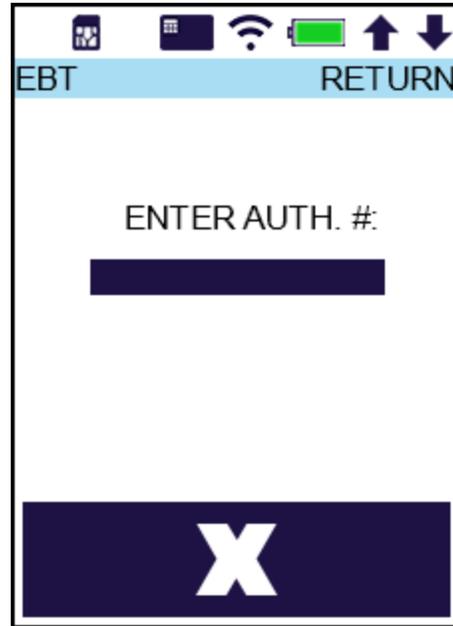
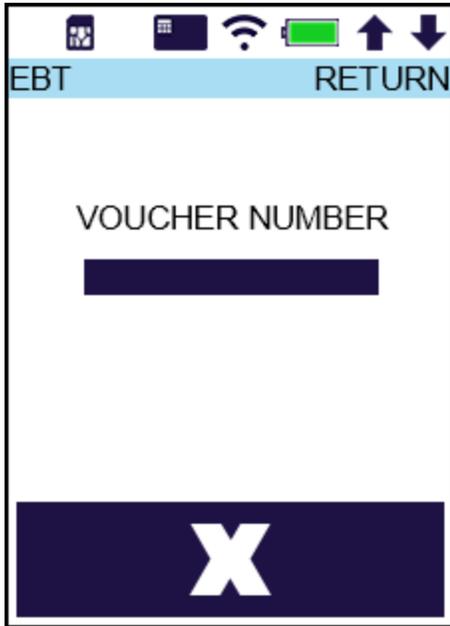
- a. Swiping the card prompts the cardholder to enter their PIN number, up to 12 digits, before the terminal prints the receipt.



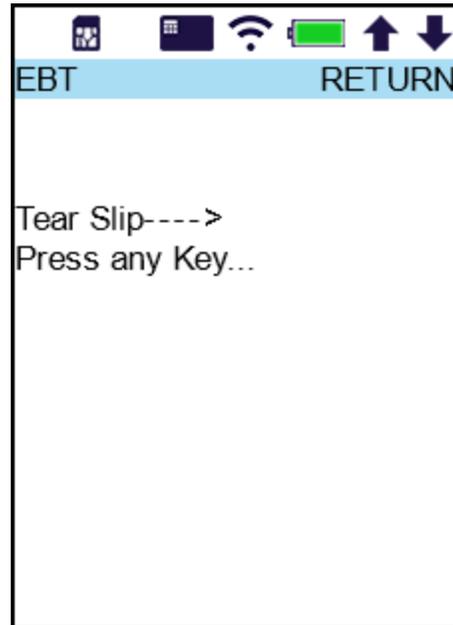
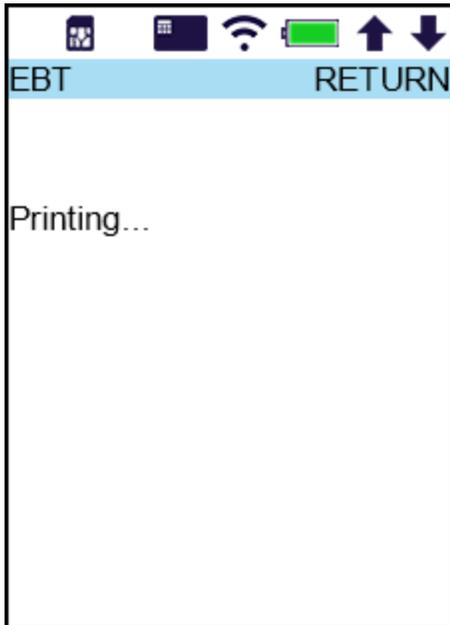
- b. For Voucher SALE transactions, the merchant manually enters the EBT card number, up to 19 digits, from the voucher and press the green ENTER key. Then the merchant enters the card's expiration date and presses the green ENTER key.



- c. After entering the card's expiration date, the merchant enters the voucher number for the return and presses the green ENTER key. Then the merchant enters the authorization number from the voice approval and presses the green ENTER key to complete the transaction before the terminal prints the receipt.



- 5. The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



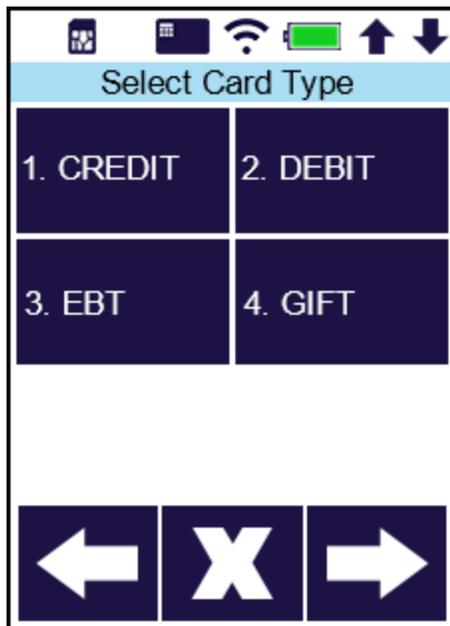
After the transaction completes, the terminal returns to the Idle Screen.



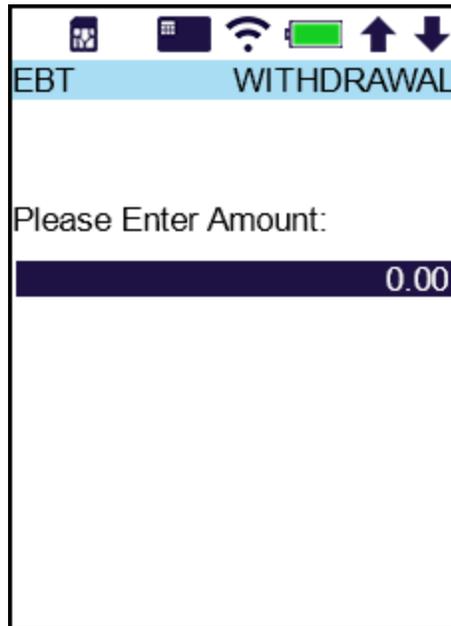
### 6.6.3 EBT Withdrawal

An EBT WITHDRAWAL transaction allows the EBT cardholder to withdraw cash from their account. EBT withdrawal is only available for Cash Benefit.

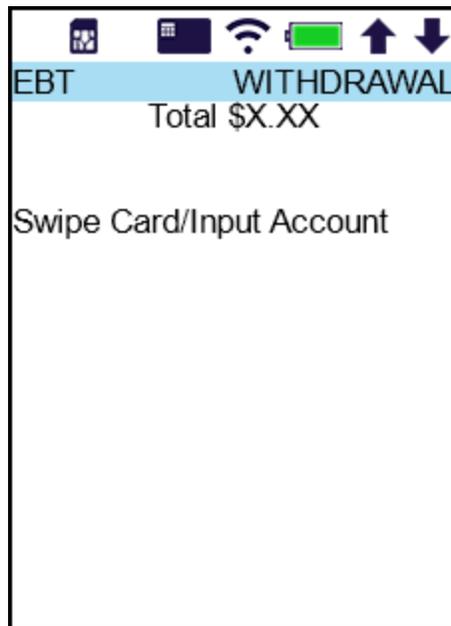
1. The merchant initiates an EBT WITHDRAWAL transaction using the S920 terminal.



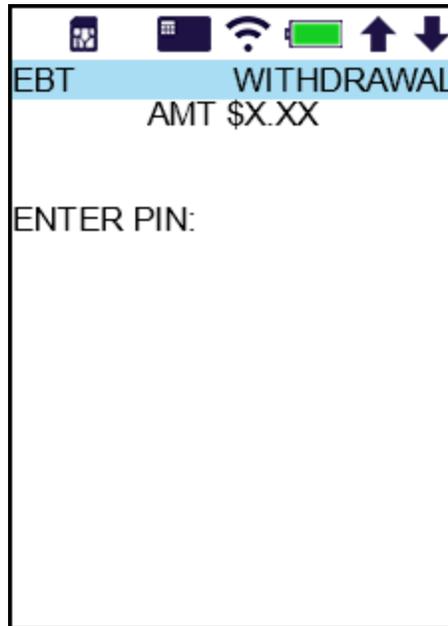
- The merchant enters the amount of cash the cardholder wants to withdraw.



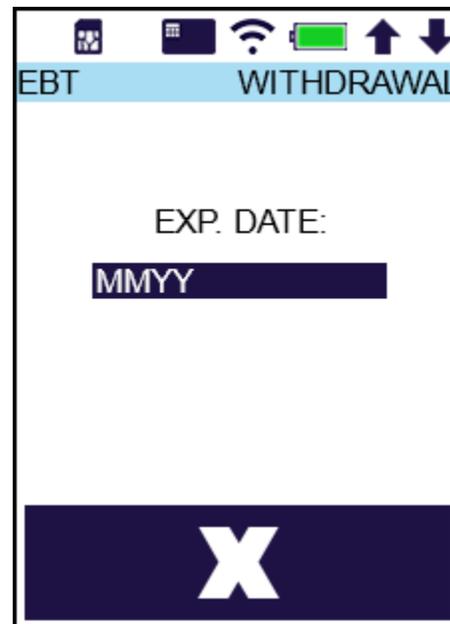
- The cardholder swipes the card or manually enters the card number for a Cash Benefit transaction.



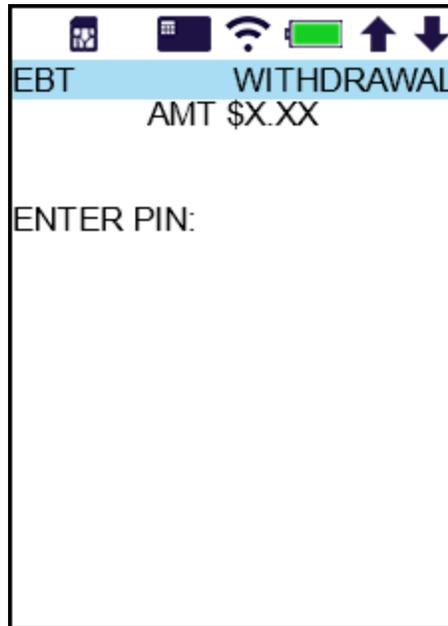
- a. Swiping the card prompts the cardholder to enter their PIN number, up to 12 digits, before the terminal prints the receipt.



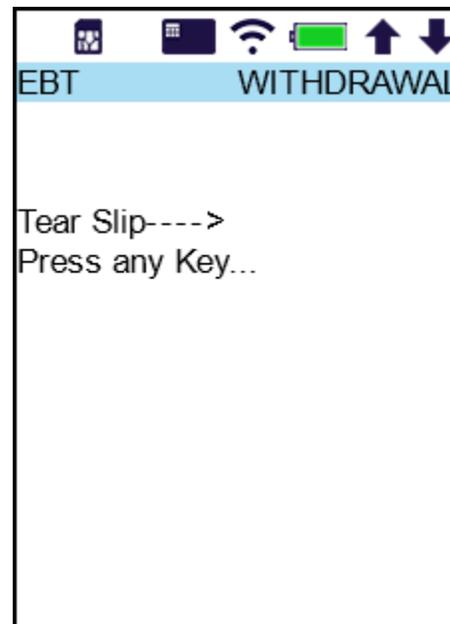
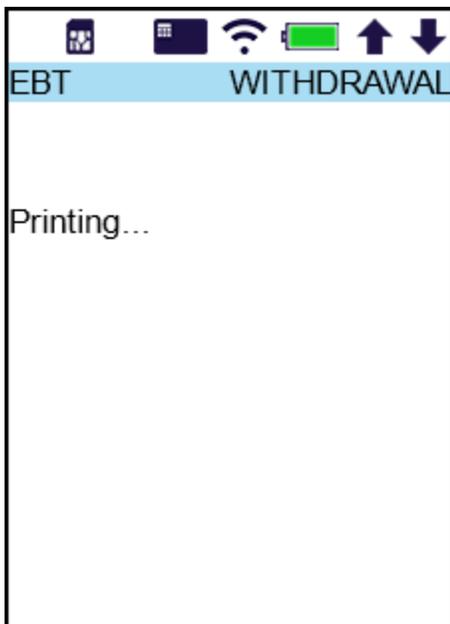
- b. Manually entering the EBT card number requires the merchant to enter the card number, up to 19 digits, and press the green ENTER key. Then the merchant enters the card's expiration date and presses the green ENTER key.



- c. After entering the card's expiration date, the cardholder enters their PIN number, up to 12 digits, before the terminal prints the receipt.



- 4. The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



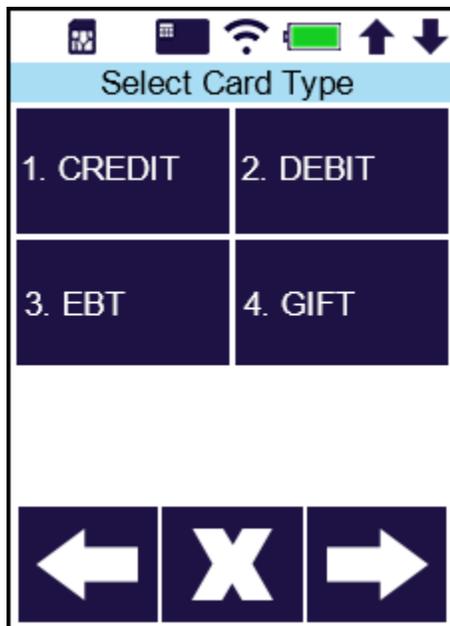
After the transaction completes, the terminal returns to the Idle Screen.



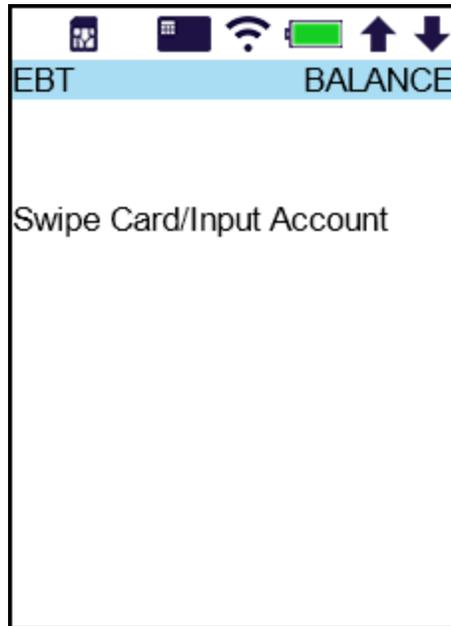
#### 6.6.4 EBT Balance Inquiry

A balance inquiry checks if the customer's card has enough funds to cover the purchase.

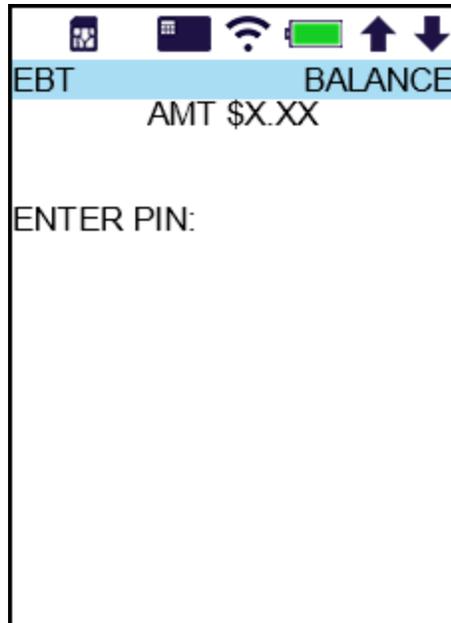
1. The merchant initiates an EBT BALANCE transaction using the S920 terminal.



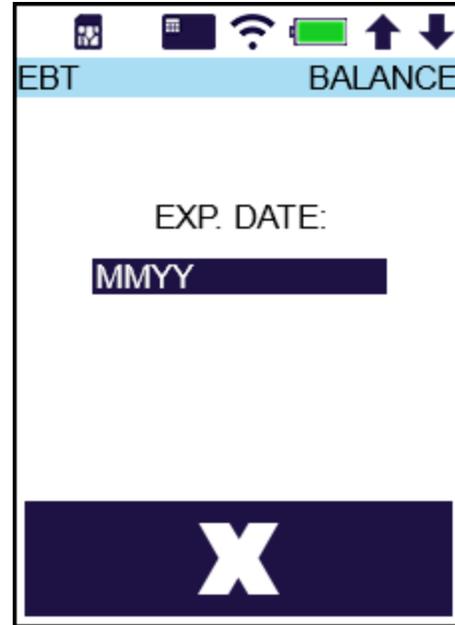
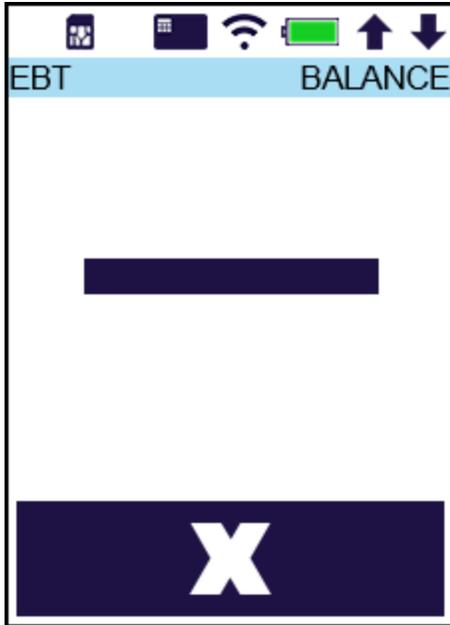
2. The cardholder taps or swipes the card. If necessary, the merchant may manually enter the card number.



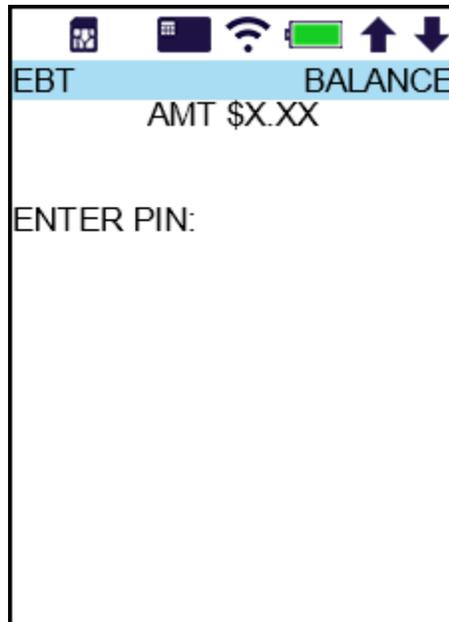
- a. Swiping the card processes the transaction and requests the cardholder to enter their PIN number, up to 12 digits, before printing the receipt.



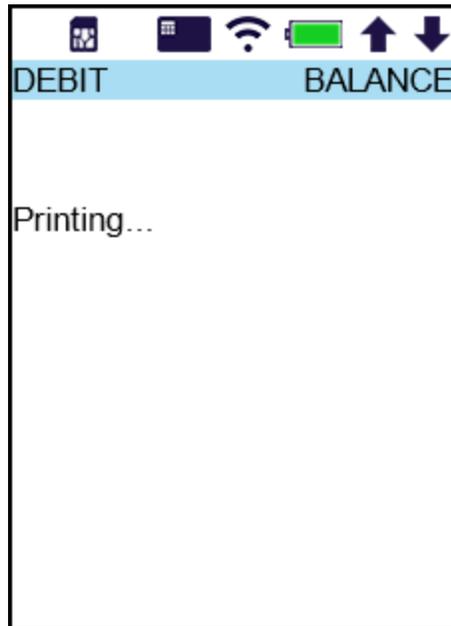
- b. Manually entering the EBT card number requires the merchant to enter the card number, up to 19 digits, and press the green ENTER key. Then the merchant enters the card's expiration date and presses the green ENTER key.



- c. After entering the card's expiration date, the cardholder enters their PIN number, up to 12 digits, before the terminal prints the receipt.



3. The terminal prints the customer copy.



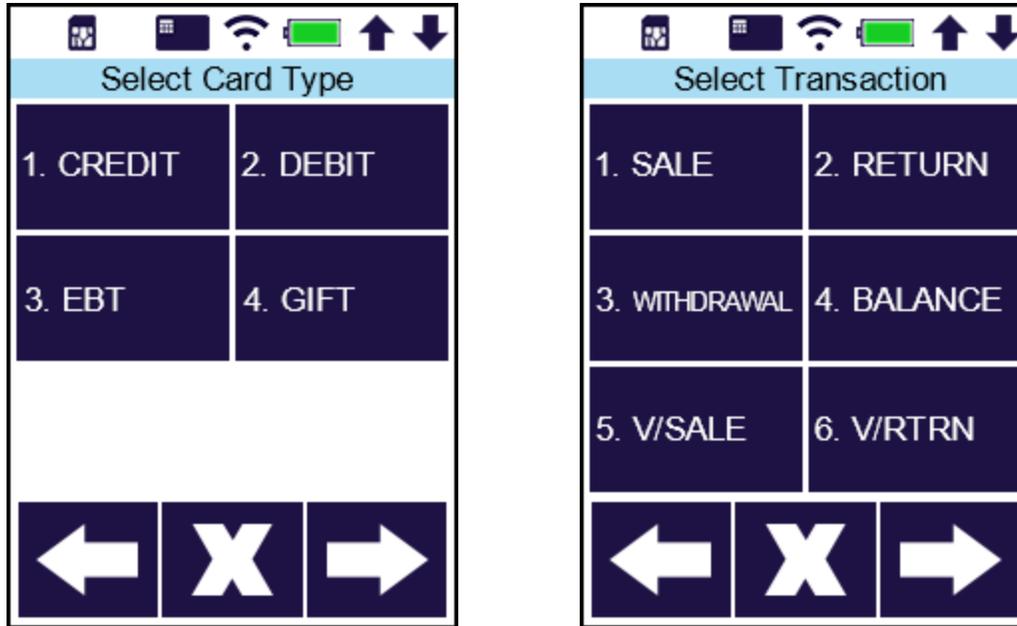
After the transaction completes, the terminal returns to the Idle Screen.



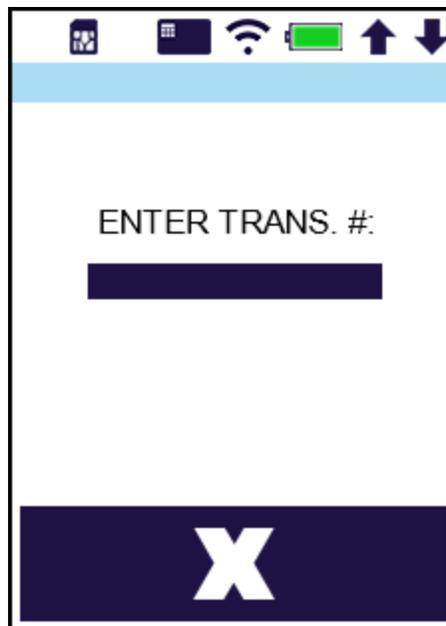
### 6.6.5 EBT Void

A VOID transaction nullifies a previously approved transaction that has been authorized but not settled or a RETURN processed in error. However, if the transaction has already been settled, a RETURN must be processed. The merchant may void a SALE or RETURN transaction in the current open batch. The VOID prompts are the same.

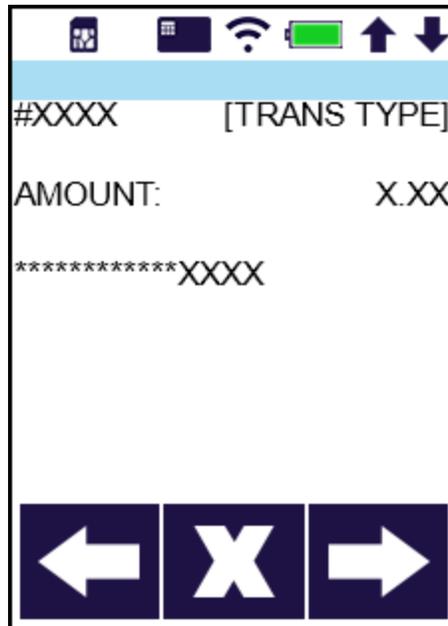
1. The merchant initiates an EBT VOID transaction, indicated by V/ in the menu, using the S920 terminal.



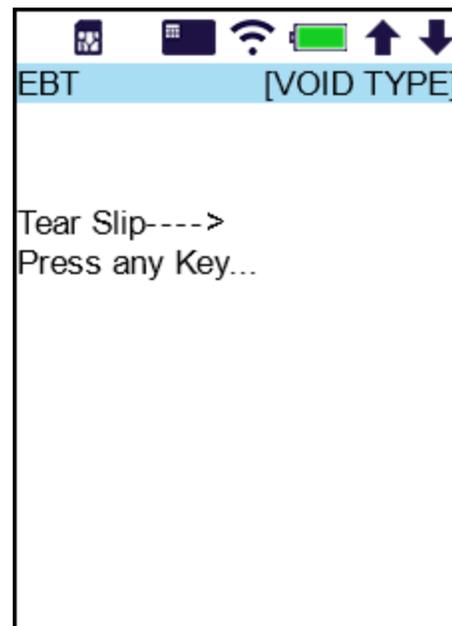
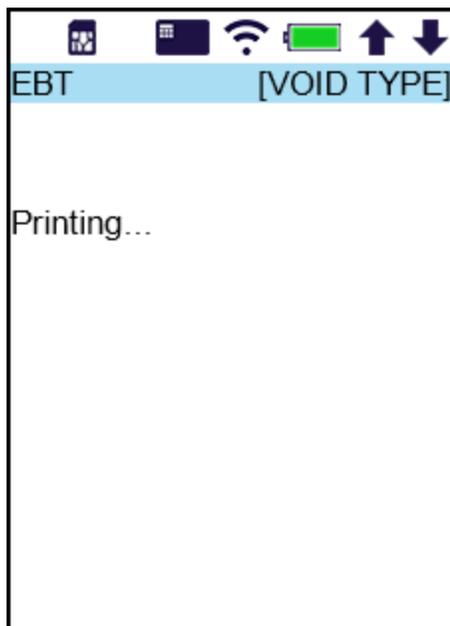
2. The merchant enters the transaction number to void.



- The merchant presses the green ENTER key to confirm the transaction is correct. Or the merchant may use the left and right arrow buttons to scroll through the available transactions in the specified transaction type. Pressing the X button or red CANCEL key exits the VOID transaction.



- The terminal nullifies the transaction in the batch and prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



After the transaction completes, the terminal returns to the Idle Screen.



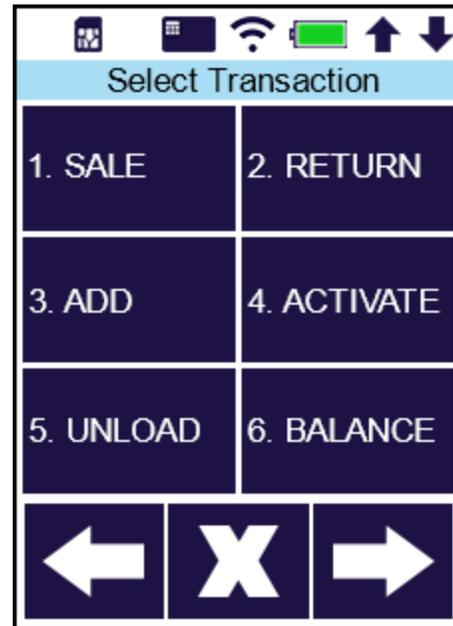
## 6.7 Gift Transaction

This section details retail gift transactions using a prepaid card. Gift Cards are cards that are sponsored by individual merchants. They allow the customer to purchase items or services using the card as payment.

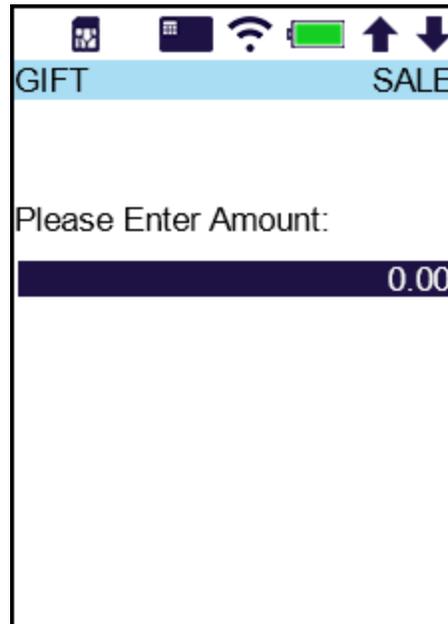
### 6.7.1 Gift Sale

Gift SALE transactions can only be swiped or manually entered.

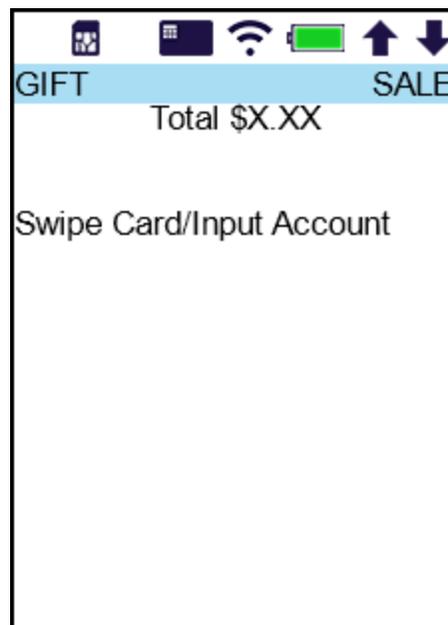
1. The merchant initiates a gift SALE transaction using the S920 terminal.



2. The merchant enters the transaction amount.

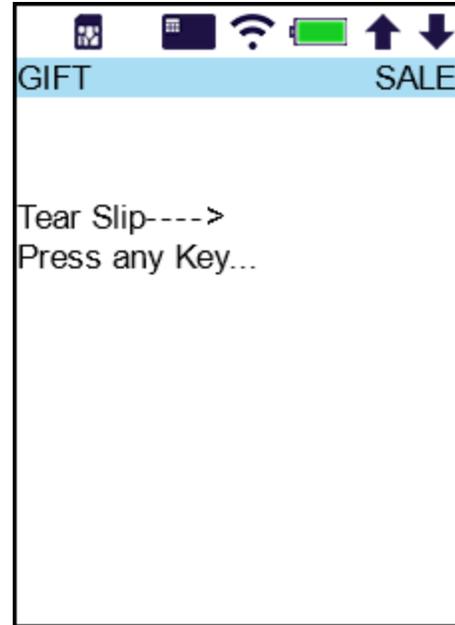
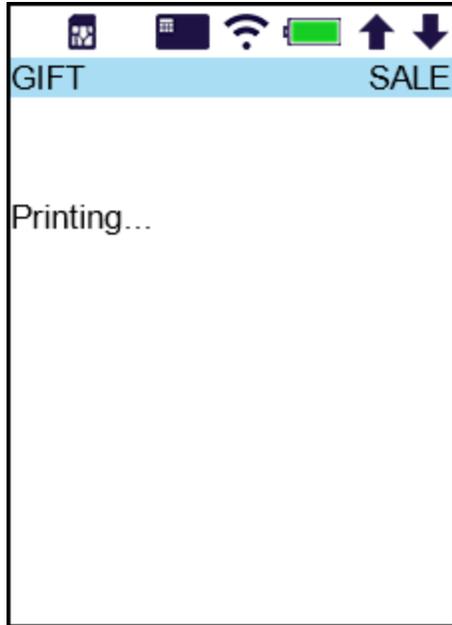


3. The cardholder swipes the card. If necessary, the merchant may manually enter the card number.



- a. Swiping the card prompts the terminal to print the receipt.
- b. See Manually Inputting Card Number on page 53 for the manual entry prompts.

- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



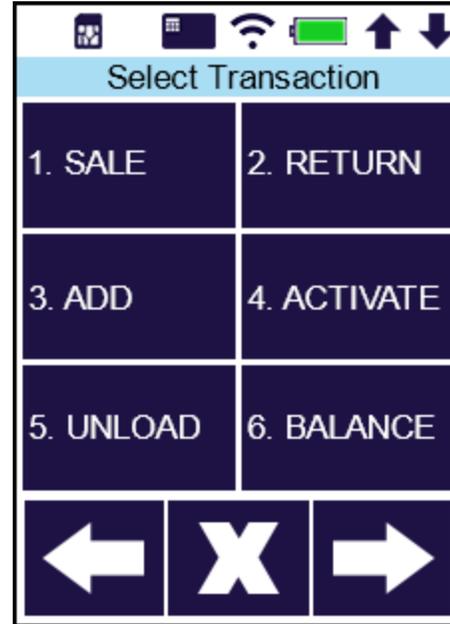
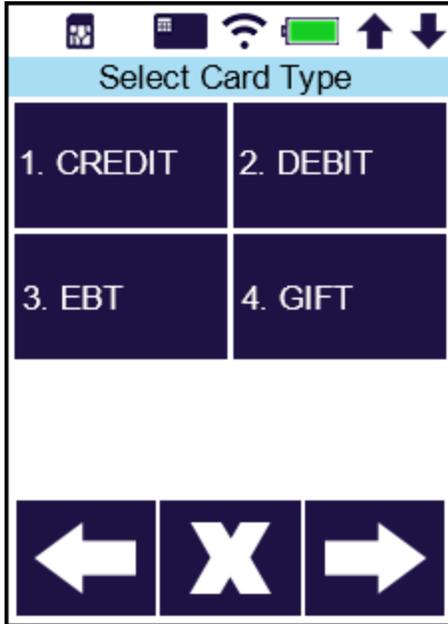
After the transaction completes, the terminal returns to the Idle Screen.



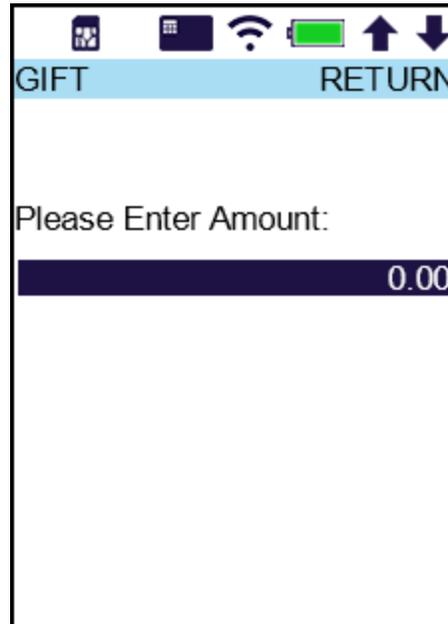
### 6.7.2 Gift Return

A gift RETURN is the reversal of an approved and settled transaction. A RETURN refunds the specified amount back to the customer’s gift card. If the transaction has not already been settled, a VOID should be processed.

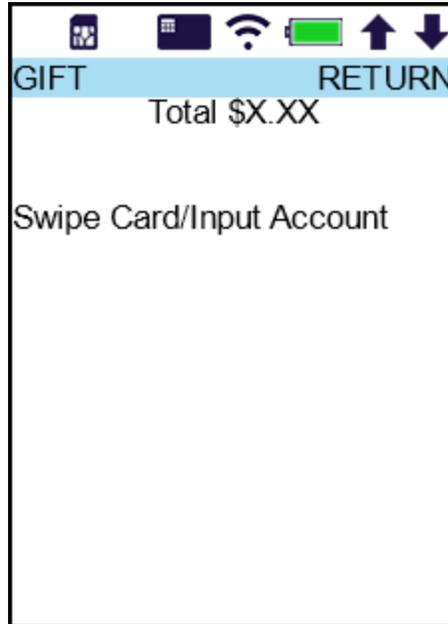
1. The merchant initiates a gift RETURN transaction using the S920 terminal.



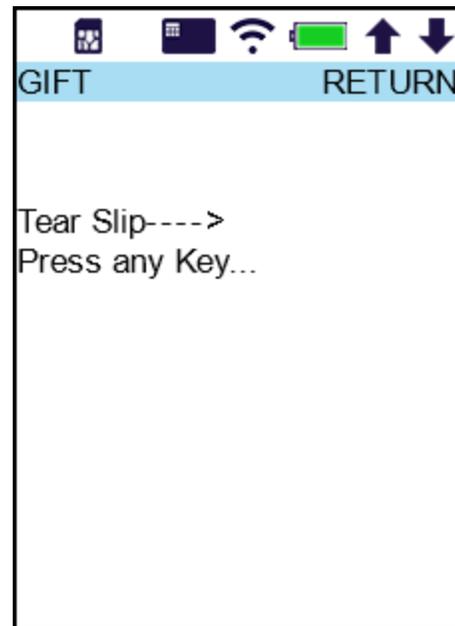
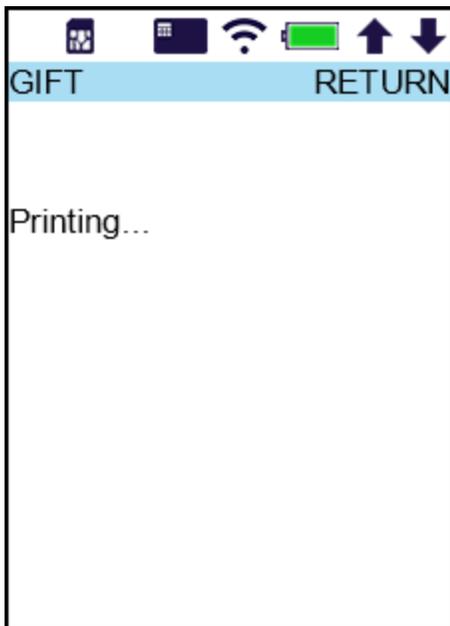
2. The merchant enters the transaction amount.



3. The cardholder swipes the card. If necessary, the merchant may manually enter the card number.



- a. Swiping the card prompts the terminal to print the receipt.
  - b. See Manually Inputting Card Number on page 53 for the manual entry prompts.
4. The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



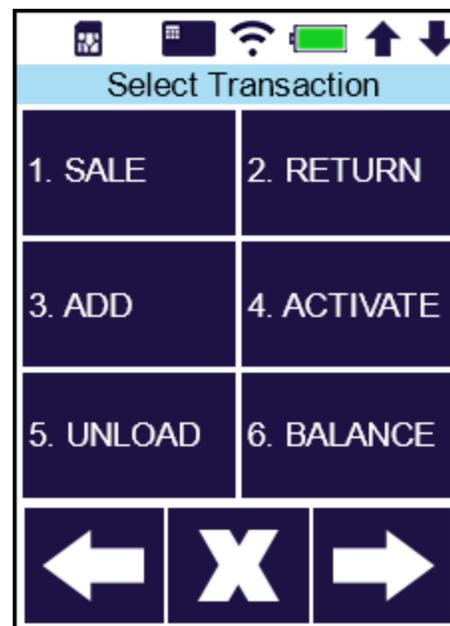
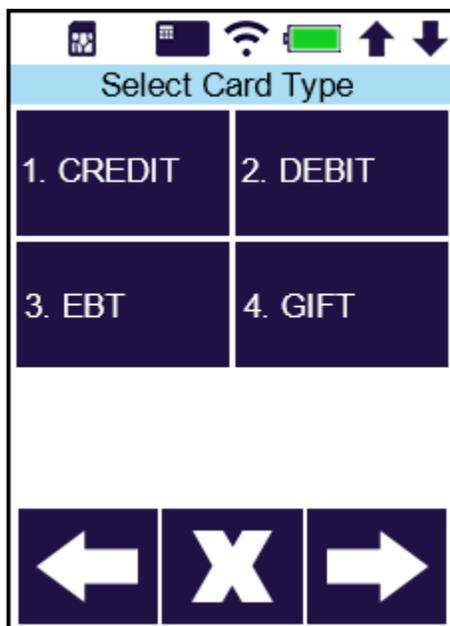
After the transaction completes, the terminal returns to the Idle Screen.



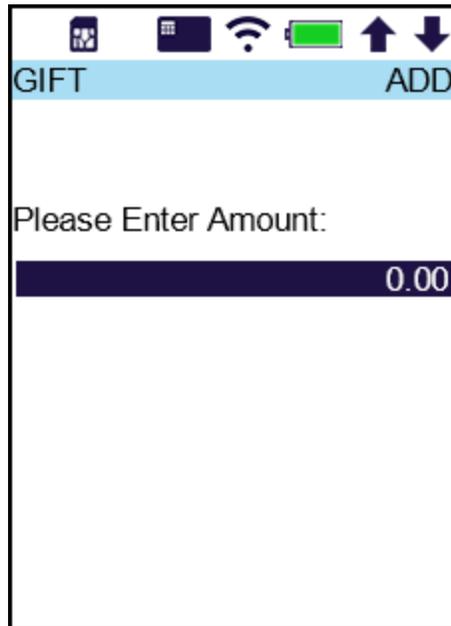
### 6.7.3 Gift Add Value

The ADD transaction adds additional credit to the available balance of an active gift card.

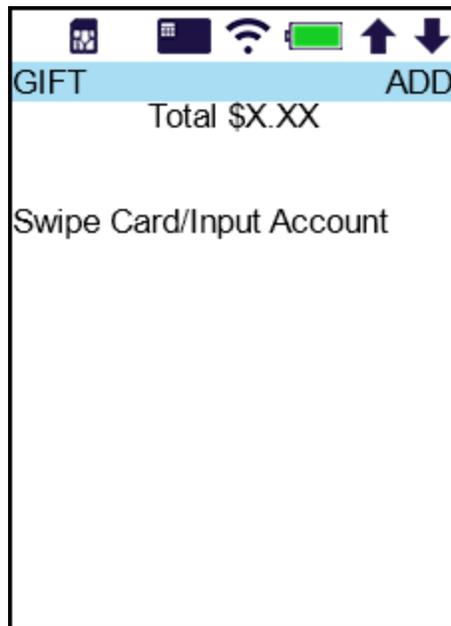
1. The merchant initiates a gift ADD transaction using the S920 terminal.



2. The merchant enters the transaction amount.

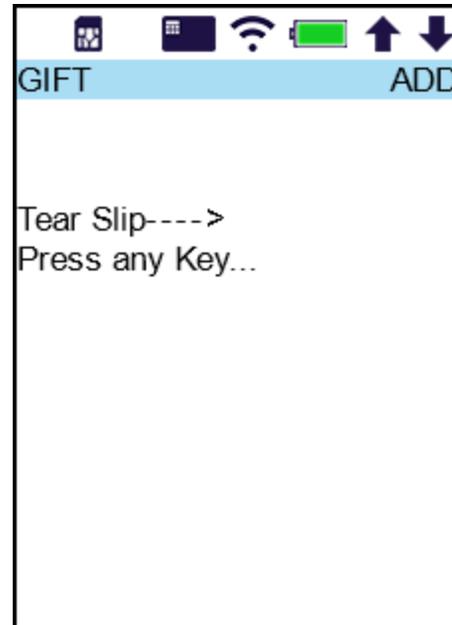
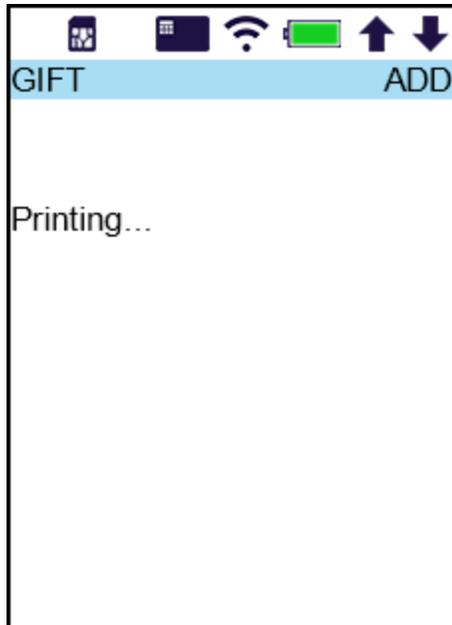


3. The cardholder swipes the card. If necessary, the merchant may manually enter the card number.



- a. Swiping the card prompts the terminal to print the receipt.
- b. See Manually Inputting Card Number on page 53 for the manual entry prompts.

- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



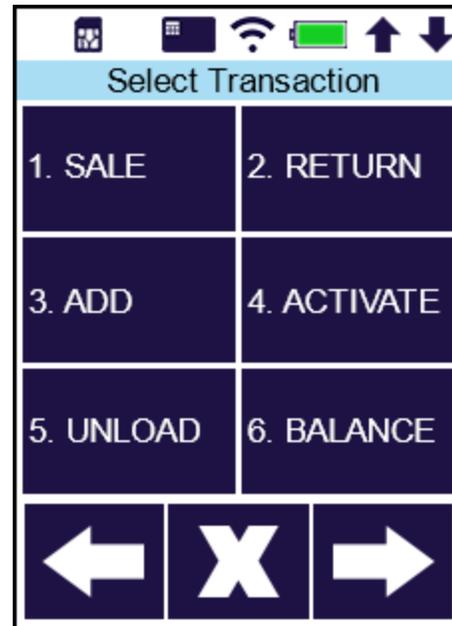
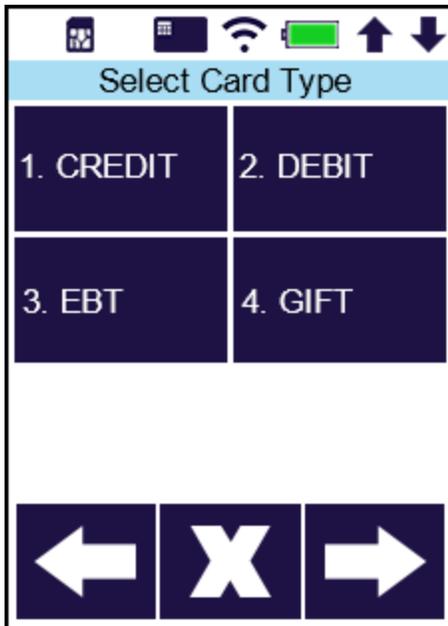
After the transaction completes, the terminal returns to the Idle Screen.



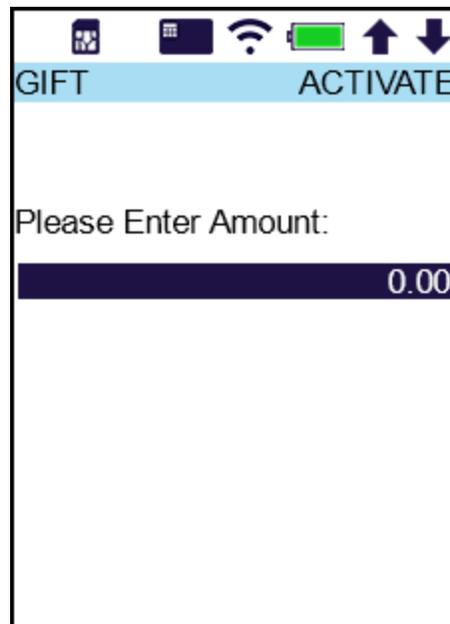
### 6.7.4 Gift Activate

The ACTIVATE transaction adds value to a gift card for the first time.

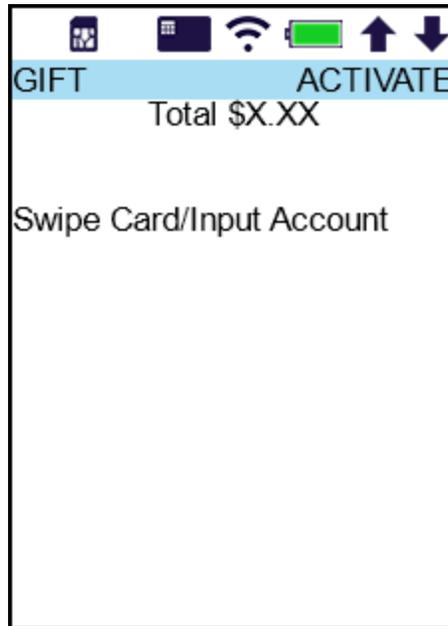
1. The merchant initiates a gift ACTIVATE transaction using the S920 terminal.



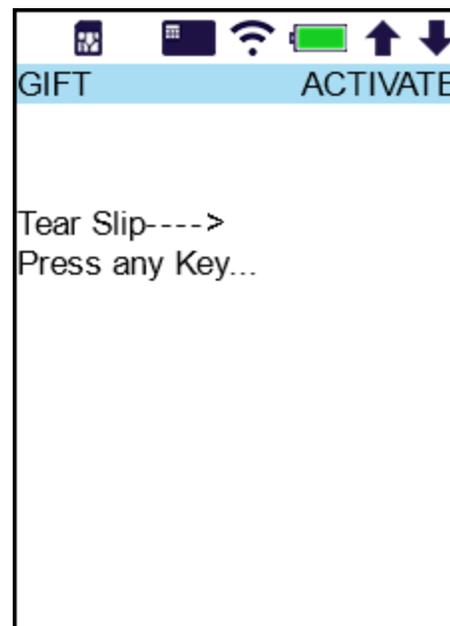
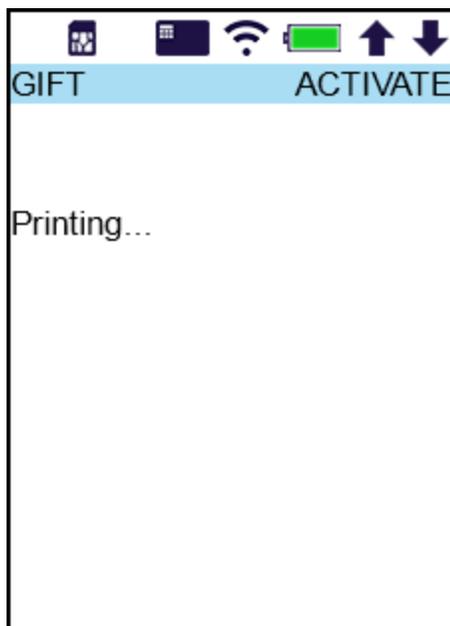
2. The merchant enters the amount to load on the card.



3. The cardholder swipes the card. If necessary, the merchant may manually enter the card number.



- a. Swiping the card prompts the terminal to print the receipt.
  - b. See Manually Inputting Card Number on page 53 for the manual entry prompts.
4. The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



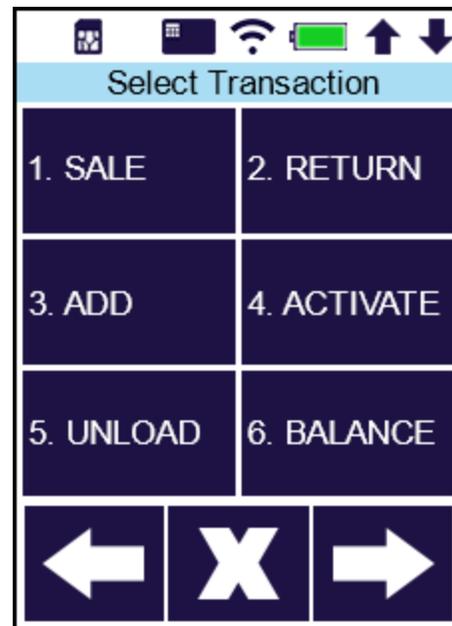
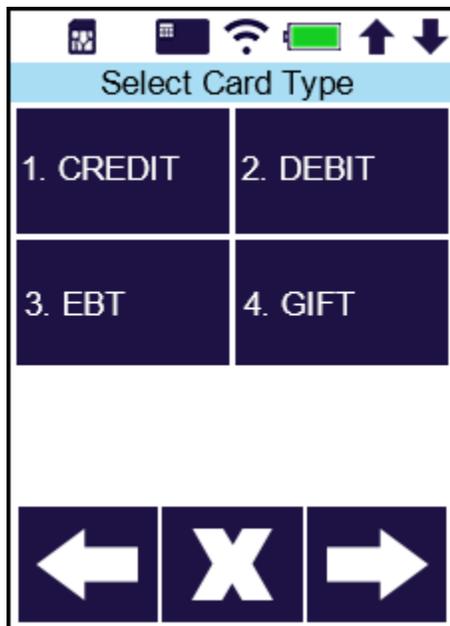
After the transaction completes, the terminal returns to the Idle Screen.



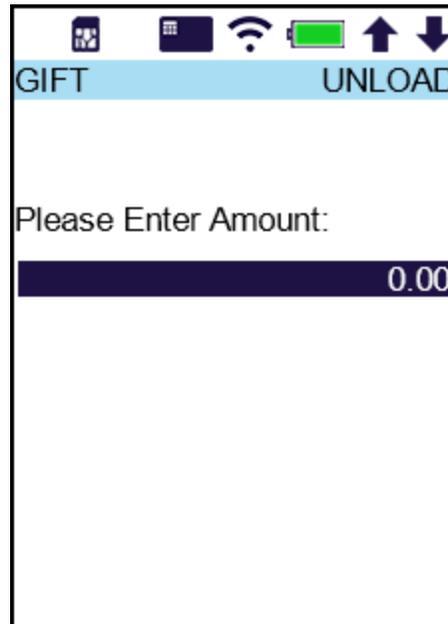
### 6.7.5 Gift Unload

A gift UNLOAD transaction allows the cardholder to remove the amount on the gift card to receive cash.

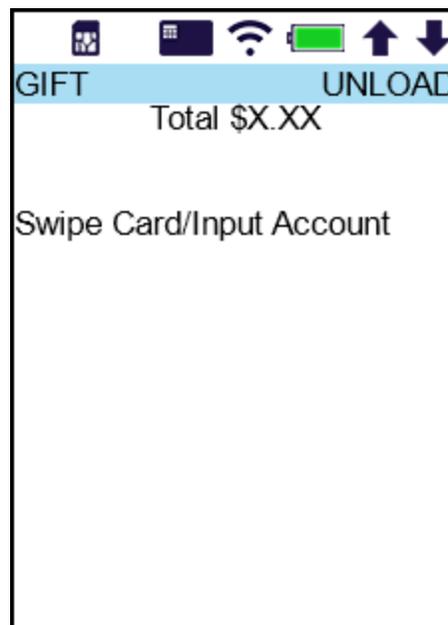
1. The merchant initiates a gift UNLOAD transaction using the S920 terminal.



2. The merchant enters the amount of cash the cardholder wants to unload from the gift card.

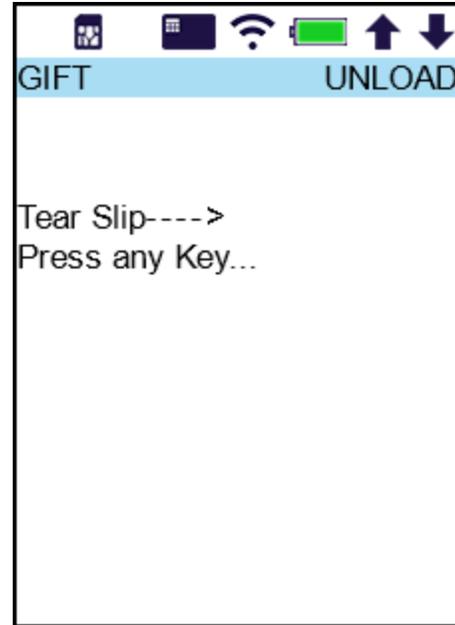
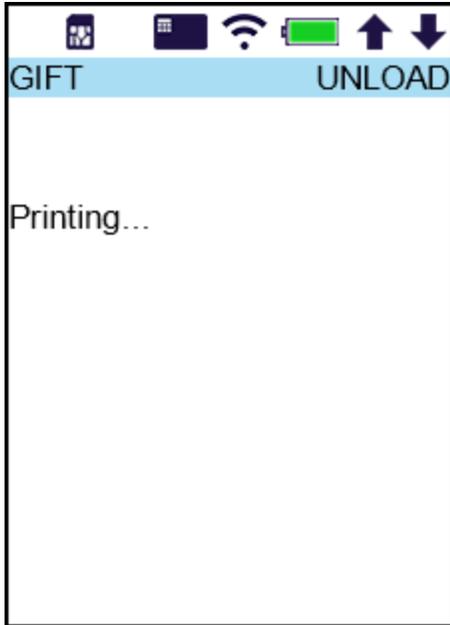


3. The cardholder swipes the card. If necessary, the merchant may manually enter the card number.



- a. Swiping the card prompts the terminal to print the receipt.
- b. See Manually Inputting Card Number on page 53 for the manual entry prompts.

- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



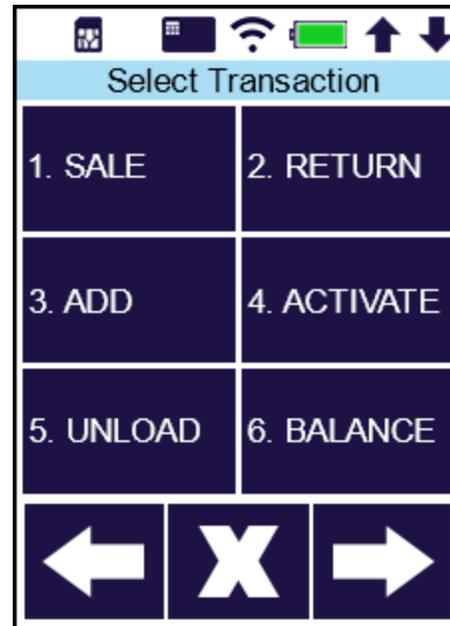
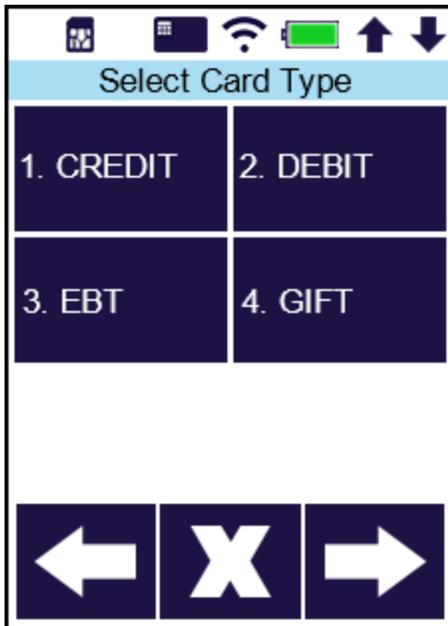
After the transaction completes, the terminal returns to the Idle Screen.



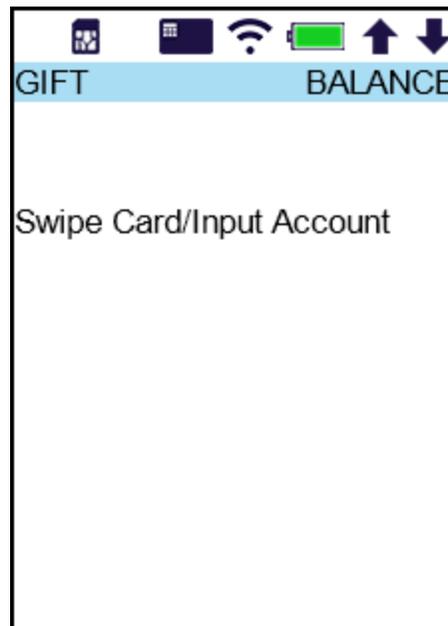
### 6.7.6 Gift Balance Inquiry

A balance inquiry checks if the customer’s card has enough funds to cover the purchase.

1. The merchant initiates a gift BALANCE transaction using the S920 terminal.

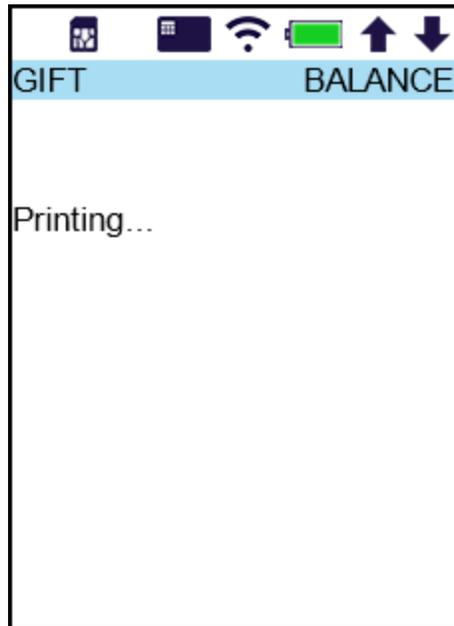


2. The cardholder swipes the card. If necessary, the merchant may manually enter the card number.



- a. Swiping the card prompts the terminal to print the receipt.
- b. See Manually Inputting Card Number on page 53 for the manual entry prompts.

3. The terminal prints the customer copy.



After the transaction completes, the terminal returns to the Idle Screen.

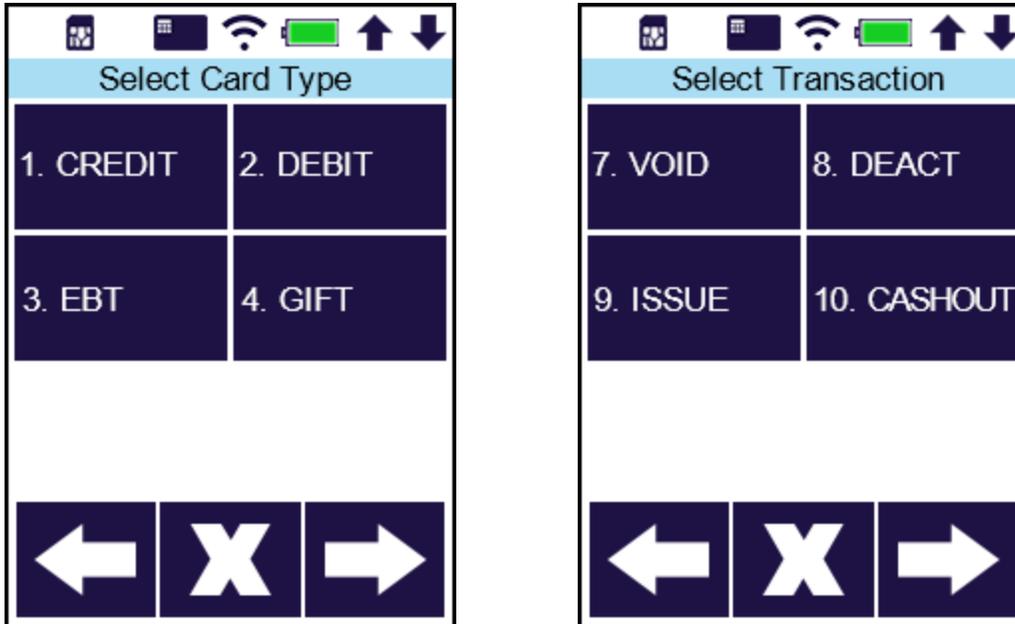


### 6.7.7 Gift Void

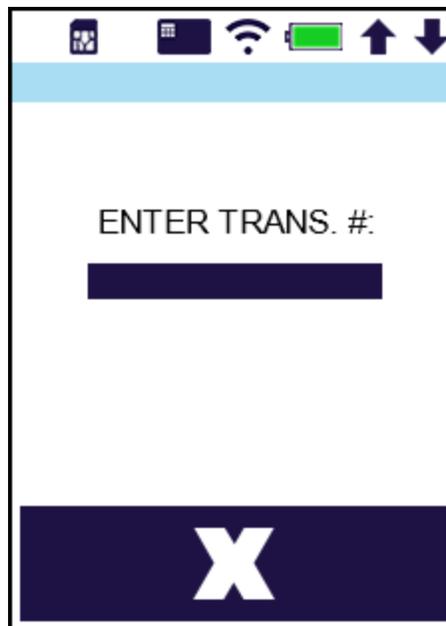
To do a Gift VOID is to nullify an approved Gift transaction, including Gift Sale, Gift Return, Gift Add Value and Gift Issue.

A VOID transaction nullifies a previously approved transaction that has been authorized but not settled or a transaction processed in error. However, if the transaction has already been settled, a RETURN must be processed. The merchant may void a gift transaction in the current open batch.

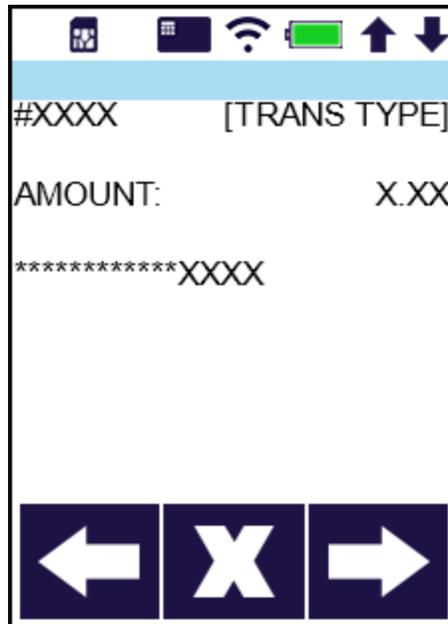
1. The merchant initiates a gift VOID transaction using the S920 terminal.



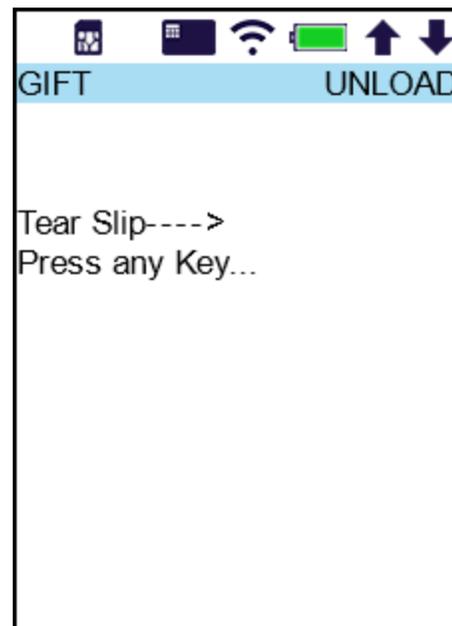
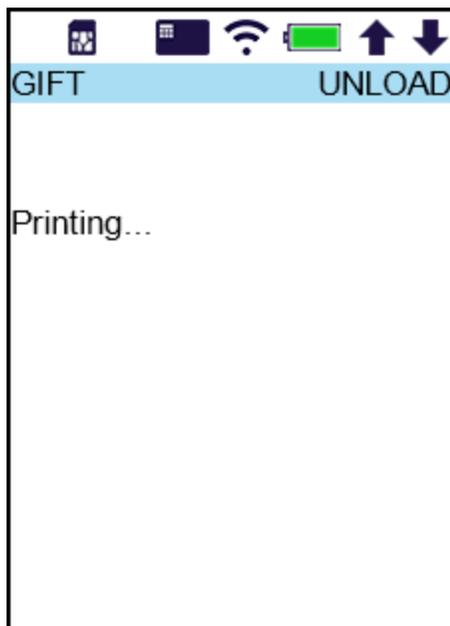
2. The merchant enters the transaction number to void.



- The merchant presses the green ENTER key to confirm the transaction is correct. Or the merchant may use the left and right arrow buttons to scroll through the available transactions in the specified transaction type. Pressing the X button or red CANCEL key exits the VOID transaction.



- The terminal nullifies the transaction in the batch and prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



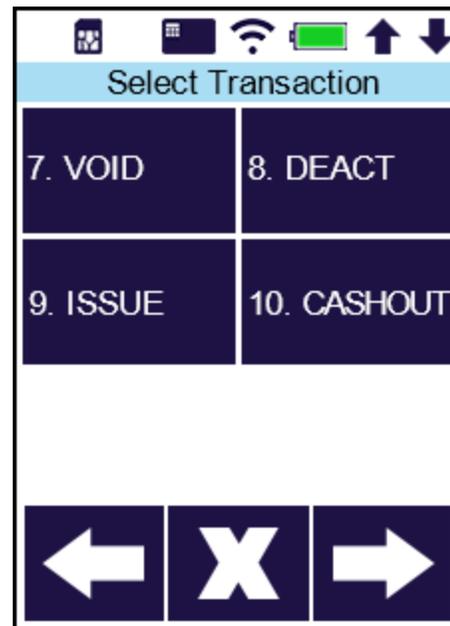
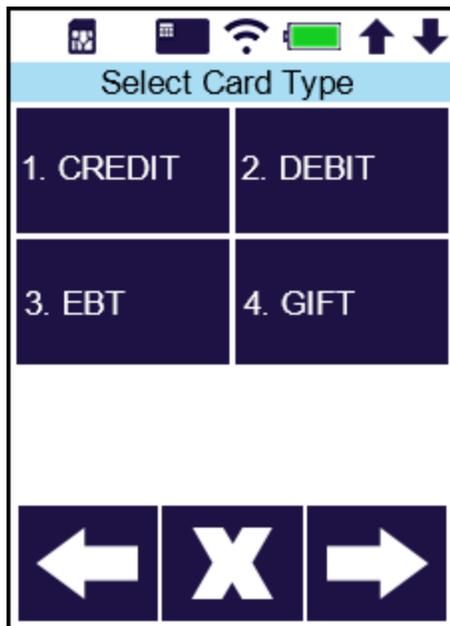
After the transaction completes, the terminal returns to the Idle Screen.



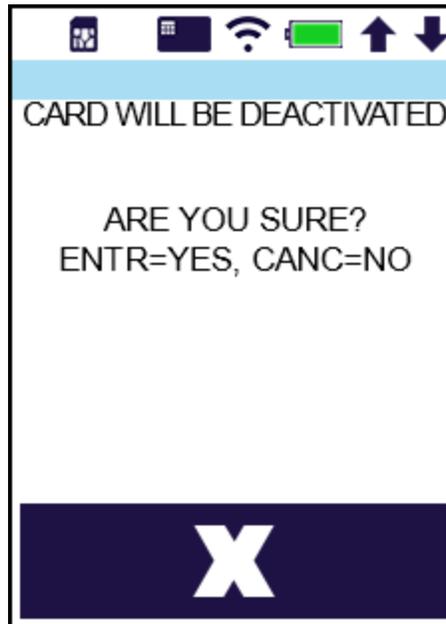
### 6.7.8 Gift Deactivate

A gift DEACTIVATE transaction renders the gift card unusable. This is commonly done to prevent unauthorized use, such as the card being lost or stolen.

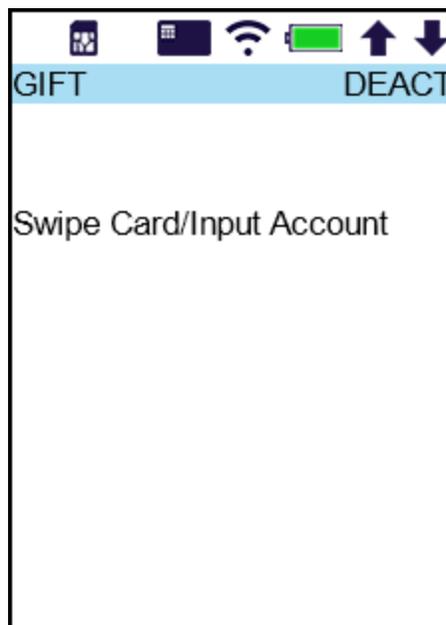
1. The merchant initiates a gift DEACTIVATE transaction using the S920 terminal.



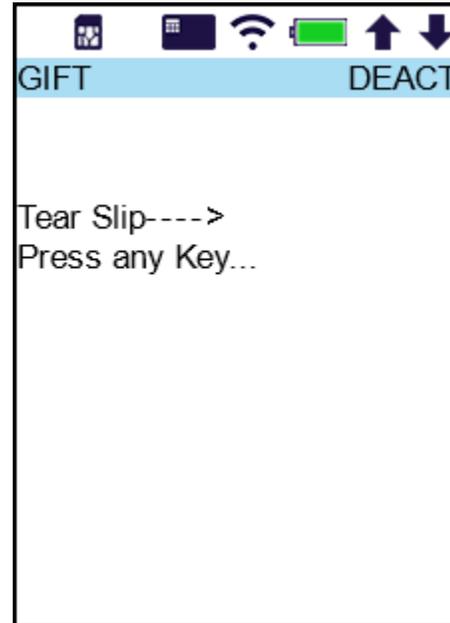
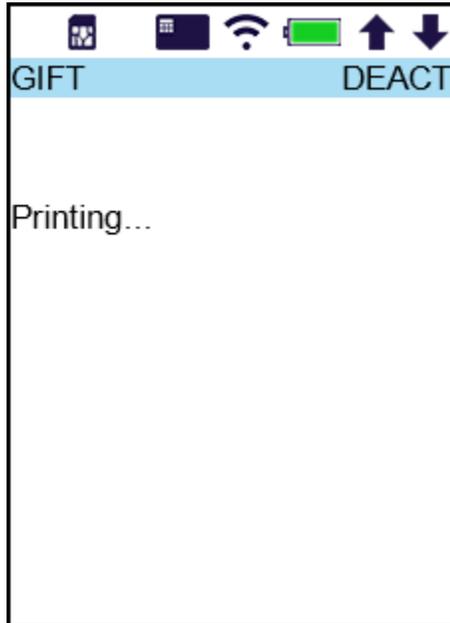
- The terminal confirms the card deactivation.



- The cardholder swipes the card. If necessary, the merchant may manually enter the card number.



- a. Swiping the card prompts the terminal to print the receipt.
  - b. See Manually Inputting Card Number on page 53 for the manual entry prompts.
4. The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



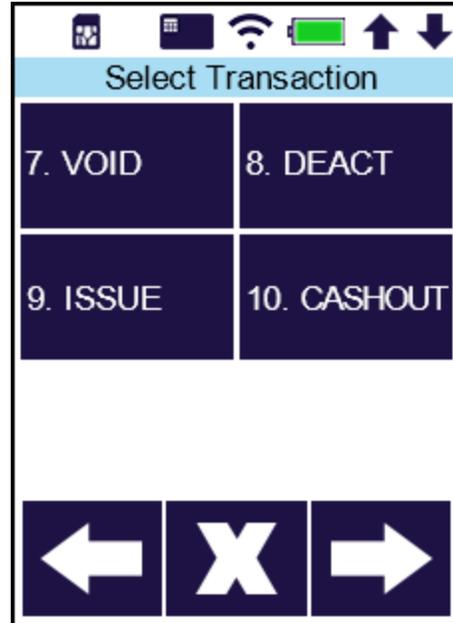
After the transaction completes, the terminal returns to the Idle Screen.



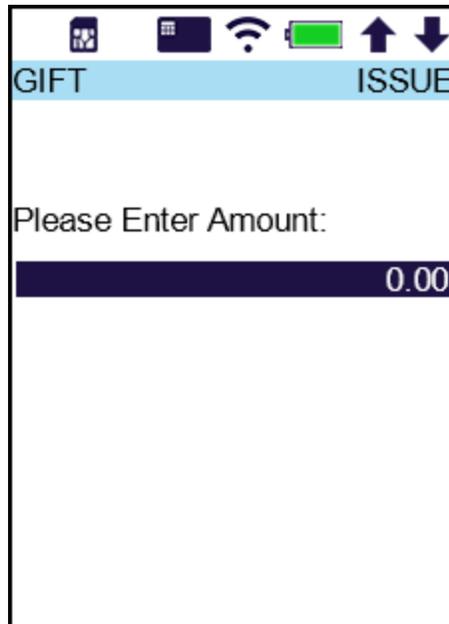
### 6.7.9 Gift Issue

The gift ISSUE transaction activates the card with the desired amount.

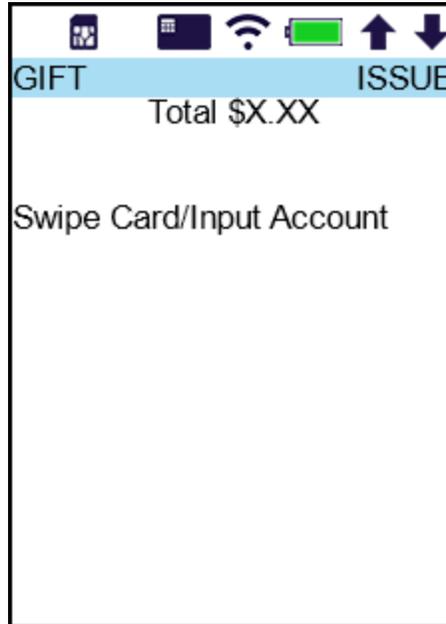
1. The merchant initiates a gift ISSUE transaction using the S920 terminal.



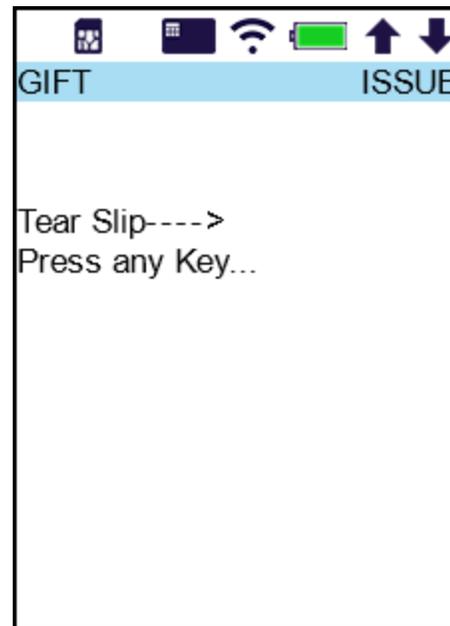
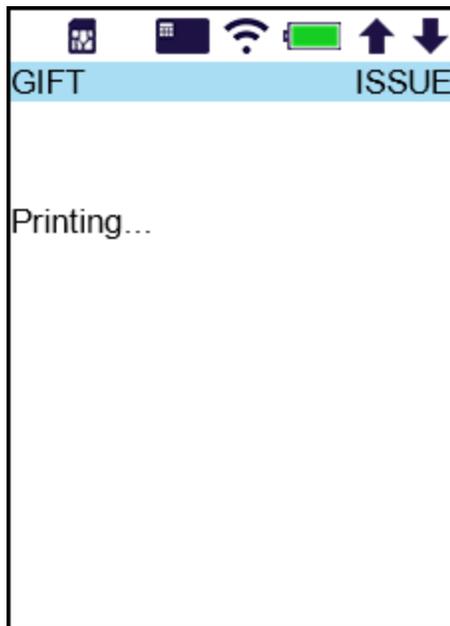
2. The merchant enters the amount to place on the new card.



3. The cardholder swipes the card. If necessary, the merchant may manually enter the card number.



- a. Swiping the card prompts the terminal to print the receipt.
  - b. See Manually Inputting Card Number on page 53 for the manual entry prompts.
4. The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



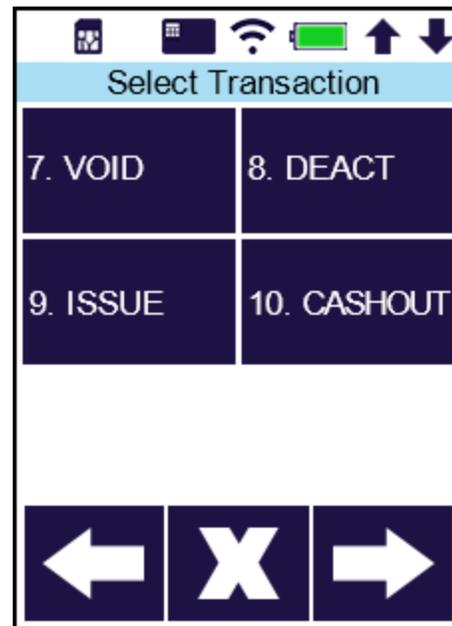
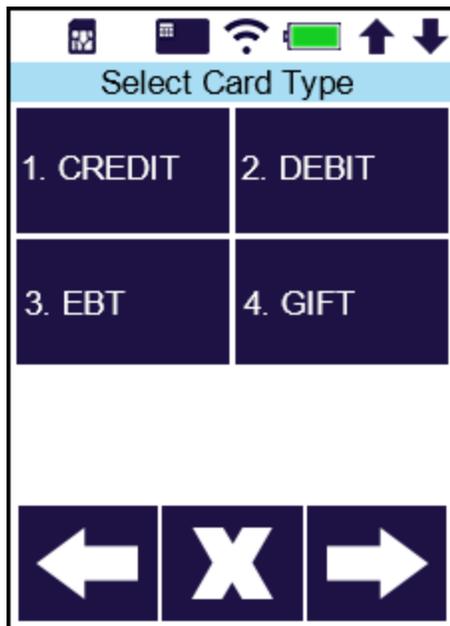
After the transaction completes, the terminal returns to the Idle Screen.



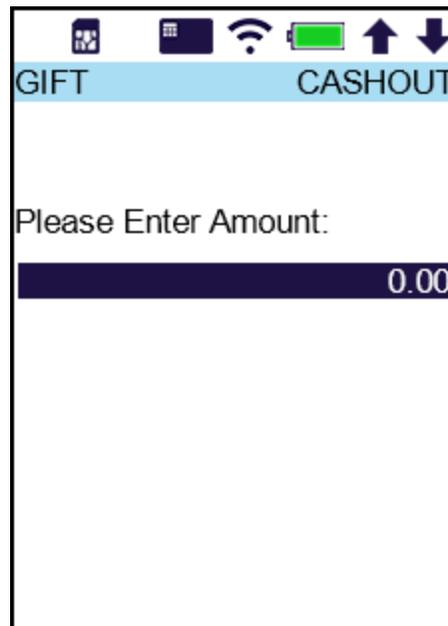
### 6.7.10 Gift Cashout

A gift CASHOUT transaction allows the cardholder to obtain cash. This is commonly used to obtain all the stored value of a gift card.

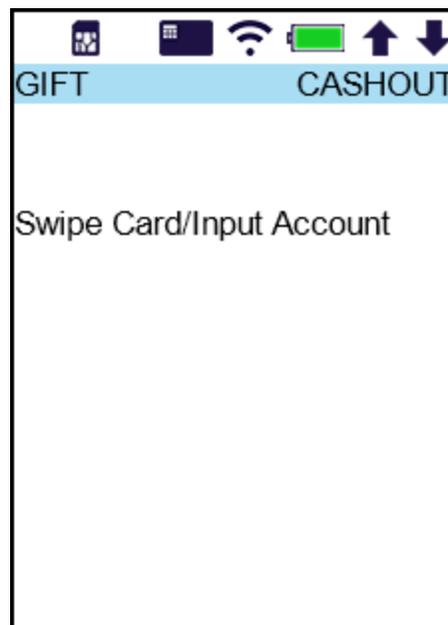
1. The merchant initiates a gift CASHOUT transaction using the S920 terminal.



2. The merchant enters the amount of cash to obtain from the card.

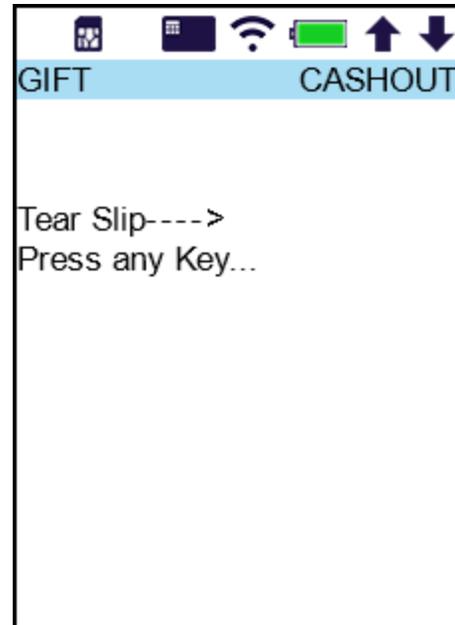
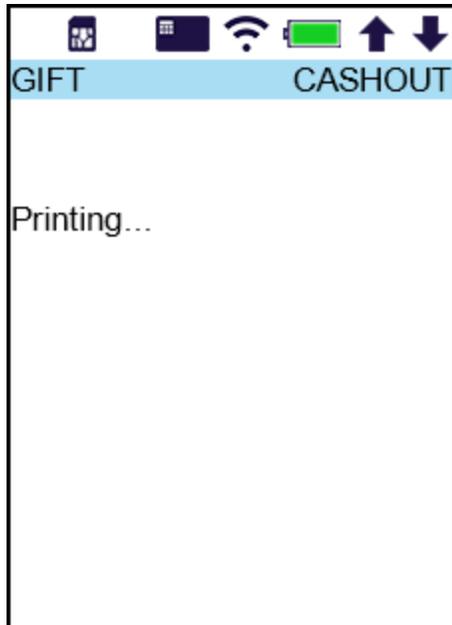


3. The cardholder swipes the card. If necessary, the merchant may manually enter the card number.



- a. Swiping the card prompts the terminal to print the receipt.
- b. See Manually Inputting Card Number on page 53 for the manual entry prompts.

- The terminal contacts the Host Processor for an approval and if it is approved, prints the merchant copy of the receipt. Then the terminal prompts the merchant to tear the receipt before printing the customer copy.



After the transaction completes, the terminal returns to the Idle Screen.



## Appendix A. Troubleshooting

This section briefly describes how to trouble shoot issues that may arise during normal operation of the S920 Terminal.

### A.1 General Troubleshooting

Review the following sections for possible issues and causes before requesting service for the terminal. A few simple checks may solve the specific problem and restore proper operation. If you are unable to resolve the issue after reviewing the list and performing the tasks, contact your technical support help desk.

#### A.1.1 Serial Number Location

The serial number is located on a white label on the bottom of the terminal. The serial number is located under the bar code. The serial number begins with S/N followed by 8 digits.

Example: S/N:xxxxxxx

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#### NOTE

There is another label on the back of the terminal that has a barcode. This is the LAN MAC ID. You do not need to worry about this label.

#### A.1.2 User Password Forgotten or Lost

If the user has forgotten or lost their password, reload the parameters to the terminal.

#### A.1.3 Terminal Appears Locked

If the terminal appears to be locked and pressing the enter key has no effect, the terminal needs to be reset.

To reset the terminal, perform the following tasks.

1. Remove (unplug) the power supply from the terminal.
2. Turn off the terminal. Wait two minutes.
3. Plug the terminal back in to its power supply.
4. Turn the terminal back on. The terminal is now reset.

#### NOTE

If the terminal does not reset, contact your technical support help desk.

## Appendix B. Error Codes

This section briefly describes the error codes that may arise during normal operation of the S920 Terminal.

Code	Message	Comment	
-1	Timeout		No activity with the transaction. If Idle too long the transaction times out.
-2	Connect Error		Check the network connection status.
-3	Transaction Cancelled		User canceled the transaction.
-4	Send Error Code		Terminal send request to the host failed.
-5	Receive Error		Receive response from the host failed.
-6	No Transaction		Transaction not found. The transaction requested does not exist.
-7	Original Transaction Does Not Exist		Original transaction not found. The message may display during a void or adjust.
-8	Transaction Has Been Voided		The transaction has been voided. Once the transaction has been voided it cannot be changed.
-9	Transaction Cannot be Voided		The transaction to void does not match the EDC type and trans type or the transaction is a FPS transaction using card swipe.
-10	Host Reject		Host rejected the terminal request. Check whether your request is valid and what the response from host says.
-11	Terminal Not Signed In, First Do POS Sign in	Not Used	
-12	Transaction Number Exceeded, Please Settle Now	Not Used	
-13	Transaction Number Exceeded, Please Settle Later	Not Used	
-14	No Free Space, Please Settle Now	Not Used	
-15	Unsupported Transaction		The original transaction does not support adjust or the original transaction is not an AUTH. POSTAUTH not allowed.
-16	Cannot Match the Original Card Number		The original transaction's, excluding Void or Return, PAN is not the same as the PAN submitted.
-17	Wrong Supervisor Password		The password entered is wrong.

Code	Message	Comment	
-18	Parameter Error		The parameter loaded from PAXStore cannot be used. Confirm settings.
-19	Last Batch Attempt Failed, Please Settle to Continue	Not Used	Last Batch close attempt failed.
-20	Amount Too Large		The amount inputted is too high and is out of limit.
-21	Host Approval, Card Denied. Please Contact Issuer		Host approved but the card EMV denied the card. Contact card issuer.
-22	NONE	Deprecate	
-23	Tip Adjust Not Supported		Transaction does not support tip adjust.
-24	TWK Key Inject Length Not Valid	Not Used	TWK key inject length not valid.
-25	Invalid Account		The card is invalid. Please check card type.
-26	Card Expired		The card is expired.
-27	No Support		This is not an error. It just tells the program that it can continue.
-28	Get Info From Host Failed	Not Used	
-29	Duplicate Transaction		You may use same card, same amount and other same info to do transaction again.
-30	Transaction Declined		The transaction is declined by host. Please make sure your transaction is valid.
-31	No Response from Server		No response from server. Check terminal network settings, network status, host URL, host server status.
-32	General Error		Unknown error.
-33	Total Amount Error		Amount number format wrong.
-34	Duplicate Invoice		The invoice number is already used.
-35	Card Type Not Supported		Card type is not supported.
-36	Enter Pin Canceled		User canceled pin entry.
-37	Network Unavailable		Check network status, terminal network configuration.
-38	Please Inject Key		Terminal requires Key Injection.
-39	Secure Card Error		The secure card input times have been exceeded.
-40	Invoice Can Not Be Zero		Do not enter 0 for invoice number.
-41	NONE	Deprecated	
-42	Split Tender Not Supported	Not Used	

Code	Message	Comment	
-43	Mismatch EDC Type	Not Used	
-44	Upload Failed		Transaction upload failed. See other prompt message for detail.
-45	Chip Card Read Error		Error in reading chip card information when the card is inserted.
-46	NONE	Deprecated	
-47	Fallback to Swipe Not Allowed		The program tries to fall back to swipe. But swipe is not supported. Check settings. Reattempt transaction.
-48	<ul style="list-style-type: none"> <li>Quick Chip Not Supported</li> <li>Offline Declined</li> <li>Host Error Message</li> </ul>		EMV has some error. Quick Chip Not Supported. Reattempt without Quick Chip. OFFLINE DECLINED.
-49	Host Error Message		
-50	Already Complete		The original auth transaction has been completed and cannot do POSTAUTH.
-51	Chip Card Error		Chip card error. Reattempt transaction.
-52	Upload Complete		
-53	NONE	Deprecated	
-54	Batch Close Failed		Batch close attempt failed. An error occurred during batch close. See other prompt message for detail.
-55	Mismatching Account		Duplicated with -16. The original transaction PAN and exp date are not the same as the PAN and exp date you specify. You cannot void it or return it.
-56	Not Supported in SAF Offline Mode		Current time is not in the allowed time for Store & Forward.
-57	Out of SAF count limit		Store & Forward transaction count exceeded maximum limit. Please close store & forward mode or upload all SAF transactions.

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