A800 Reference Guide

12-20-2021

V1.2

Preface

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The level of access to this Service is by the support plan arrangements made between PAX and the Organization. Please consult this support plan for further information about entitlements, including the hours when telephone support is available.

Technical Support Contact Information

Phone: (877) 859-0099
Email: support@pax.us
URL: www.pax.us

Revision History

Date	Version	Description
07-26-2021	v1.0	Initial release.
11-19-2021	v1.1	Updated cable PN.
12-20-2021	v1.2	Added microSD trademark.

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1. Introduction

The A800 offers high performance and the flexibility to be used as either a countertop device or mobile solution. Used as a countertop device, connected to an optional hub, the A800 allows merchants to connect to the Internet via Ethernet. In addition the USB hub includes 3 USB ports for connecting other supported devices. Used as a mobile device, an optional mini charging base supports frequent on/off table use to speed charging. PAXBiz® Powered by Android™ 10 lets you access a whole new world of value-added applications and services, helping to better manage your business.

1.1 Purpose

This reference guide provides information about:

- Hardware Functionality
- Installation
- Communications
- Answers to frequently asked questions

1.2 Intended Audience

This guide is intended for use by:

- Software engineers who develop and maintain the payment application designs for the US payment card industry.
- Sales Executives and Support who sell and support the device.
- Independent Sales Organizations who sell terminals and conduct end user terminal training.

1.3 Acronyms and Terms

Acronym	Definition
Bluetooth®	The *Bluetooth®* word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by PAX Technology, Inc. is under license. Other trademarks and trade names are those of their respective owners.
DHCP	Dynamic Host Configuration Protocol - A network management protocol used on IP networks. The DHCP server dynamically assigns an IP address and other network configuration parameters to each device on the network.
EMV	Europay, Mastercard, and VISA
IC / Smart Card Reader	Smart card readers are used with smart cards, which are a type of plastic technology card with a built-in chip used for electronic processes including personal identification, access control, authentication, and financial transactions. Smart card readers obtain or "read" this type of data.
IMEI	The IMEI (International Mobile Equipment Identity) is a unique number for identifying a device on a mobile network. It has 15 digits and is assigned to every GSM phone — CDMA devices have a MEID number.
LAN	Local Area Network
Micro SD	Removable flash memory card used to store information.
MSR	Magnetic Stripe Reader
NFC	Near Field Communication
POS	Point of Sale or Point of Service
SAM	A Secure Access Module (or Secure Application Module) is based on SmartCard Integrated circuits and is used to enhance the security and cryptography performance in devices, commonly in devices needing to perform secure transactions, such as payment terminals. It can be used for cryptographic computation and secure authentication against smart cards or contactless EMV cards.
SIM	Subscriber Identity Module Card – A smart card that stores data GSM cellular network subscribers.
SSID	Service Set Identifier - The name for a Wi-Fi or WLAN network. Mobile devices look for all networks in range when they attempt to connect to local Wi-Fi.
WAN	Wide Area Network - Cellular phone data networks run on a WAN. It covers a broad area and many devices in that area.
Wi-Fi	A trademarked term used to describe the wireless networking technology that allows computers and other devices to communicate over a wireless signal. Based on IEEE802.11 standards.

2. Technical Details and Specifications

The technical details and specifications for the A800 are listed in the following table.

Feature	Description
Operating System	PAXBiz® by Android 10.0
CPU	64-bit Octa-Core Cortex A53 1.8GHz Security CPU: 32-bit RISC Core ARMv7-M 72MHz
Memory	16GB Flash +2GB RAM Micro SD Card up to 128GB
Communications	Dual-Band Wi-Fi (2.4GHz/5GHz) | Bluetooth® 5.0 | 4G LTE | GPS Hotspot | iBeacon | Bluetooth® Low Energy | LAN optional with HUB
Display	5.7" IPS HS 720 x 1480px Capacitive Multi-Touch Screen | Handwriting Input Recognition | Auto Rotate Screen
Audio	3.5mm CTIA Standard Audio Jack | Speaker Volume>80db
Camera/Scanner	2MP Fixed Focus Front | 5MP Auto Focus Rear | LED Flashlight 1D & 2D Pro Scan
Card Slots	1x Micro SIM | 1x SAM | 1x Hybrid SIM/SAM | Micro SD
Ports	USB Type-C OTG
Card Readers	EMV | MSR | Dedicated Contactless
Battery	7.4V 2300mAH Lithium-Ion Replaceable Battery
Keypad	PIN on Glass
Printer	High Speed Thermal
Peripheral Ports	1 Type C USB (OTG)
Certifications	PCI PTS 6.x SRED | EMV L1 & L2 | EMV L1 Contactless | Discover D-PAS | Mastercard CL | Visa payWave | American ExpressPay | Interac Flash |UnionPay qUICS

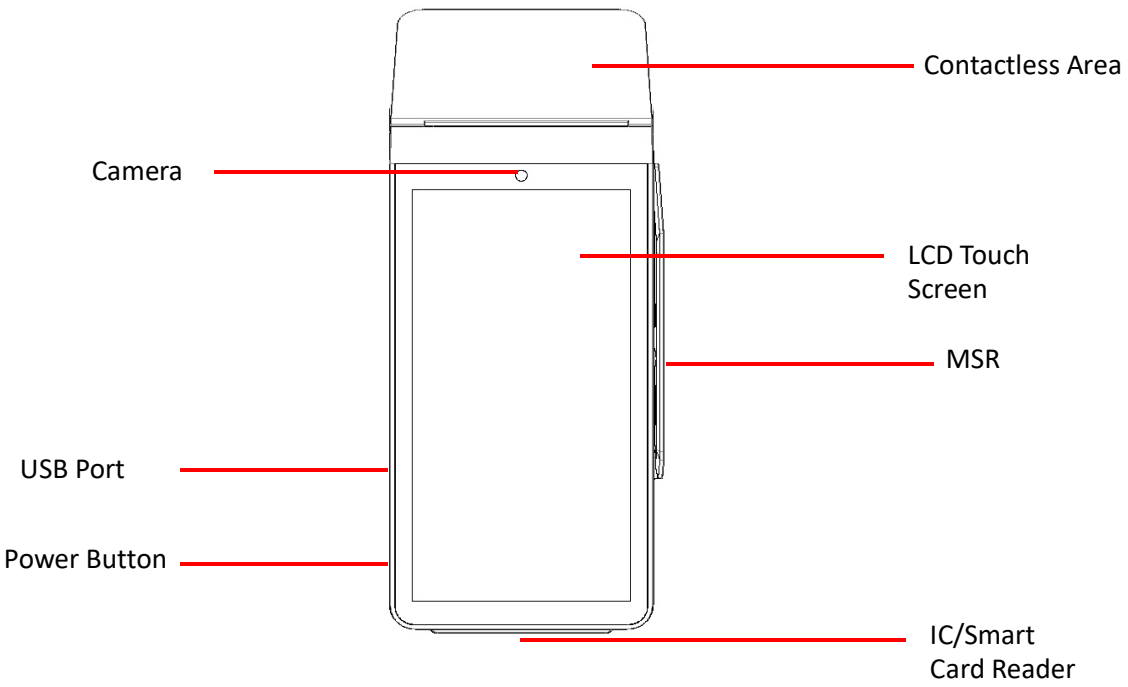
3. A800 Hardware Overview

The following section provides information on the A800's hardware functionalities.

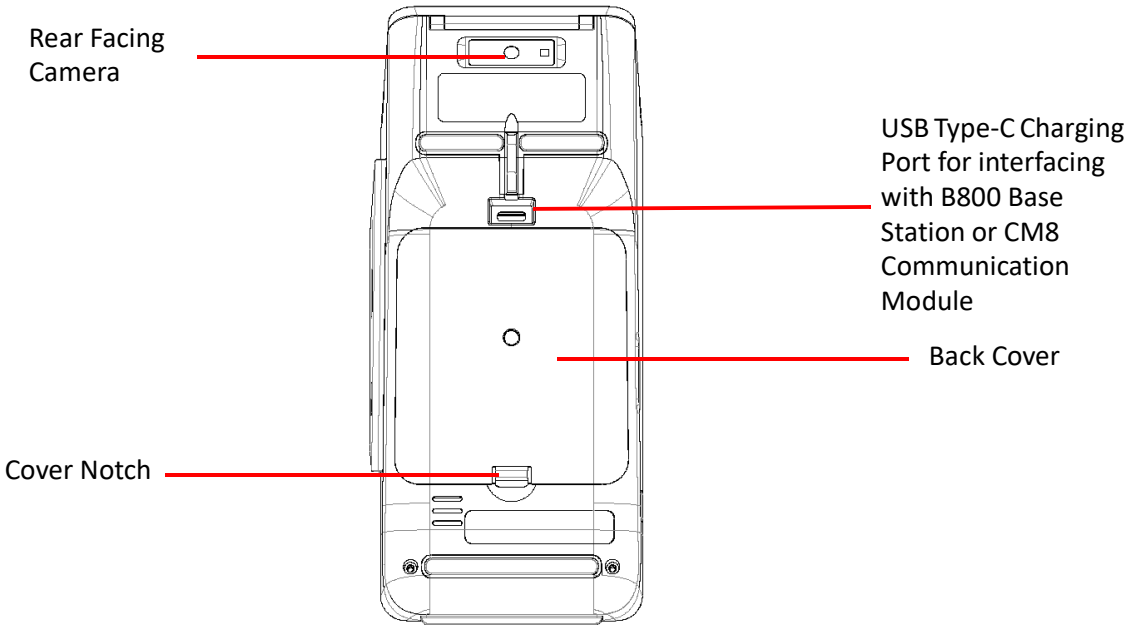
3.1 A800 Side Views

The following images point out the various hardware features of the A800.

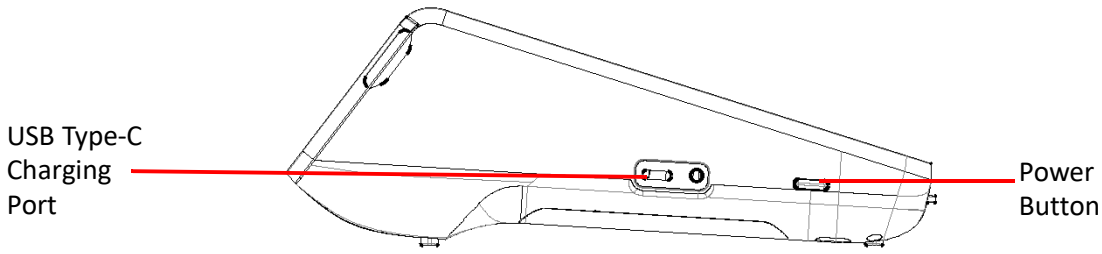
3 .1.1 Front View



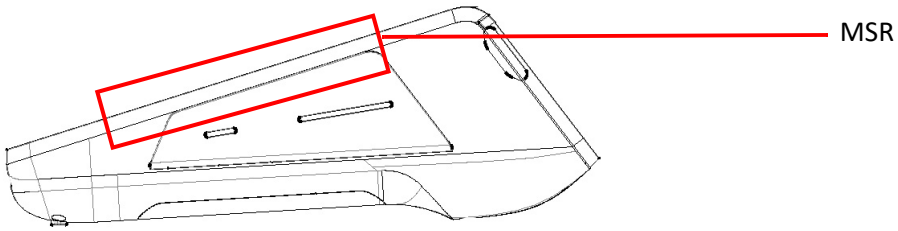
3 .1.2 BACK VIEW



3 .1.3 LEFT SIDE VIEW



3 .1.4 Right Side View

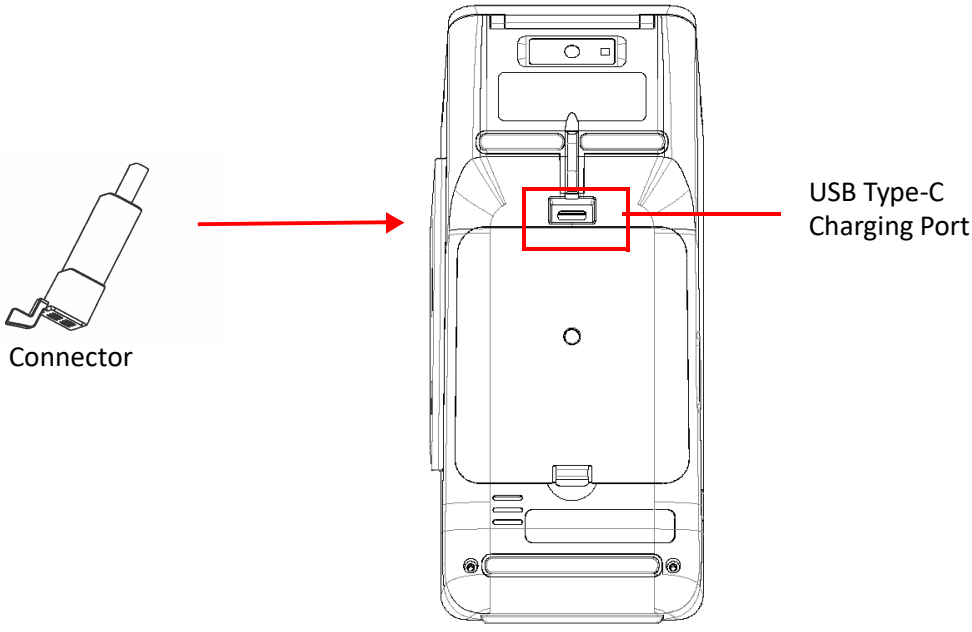


3.2 AC Power Connection

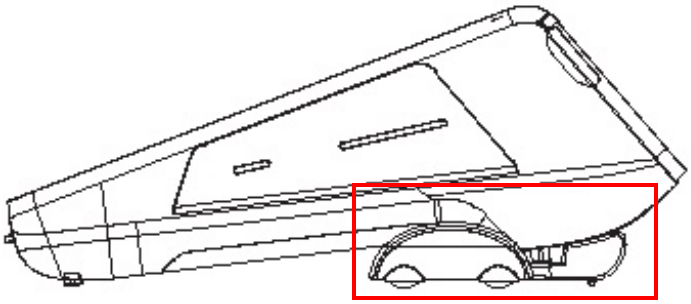
The A800 can be powered for mobile or desktop:

Mobile Charging

1. Insert the Connector for the optional B800 Base Station into the USB Type-C Charging Port.

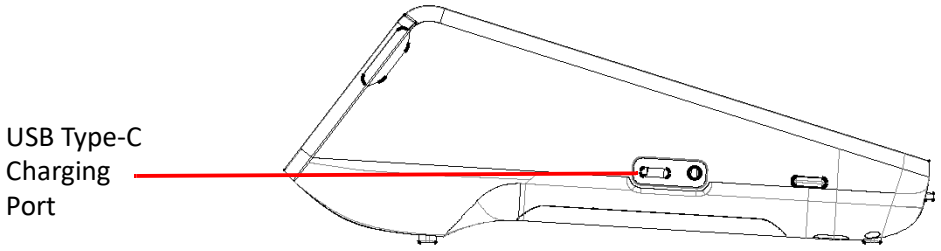


2. Then seat the A800 on the B800 charging base.



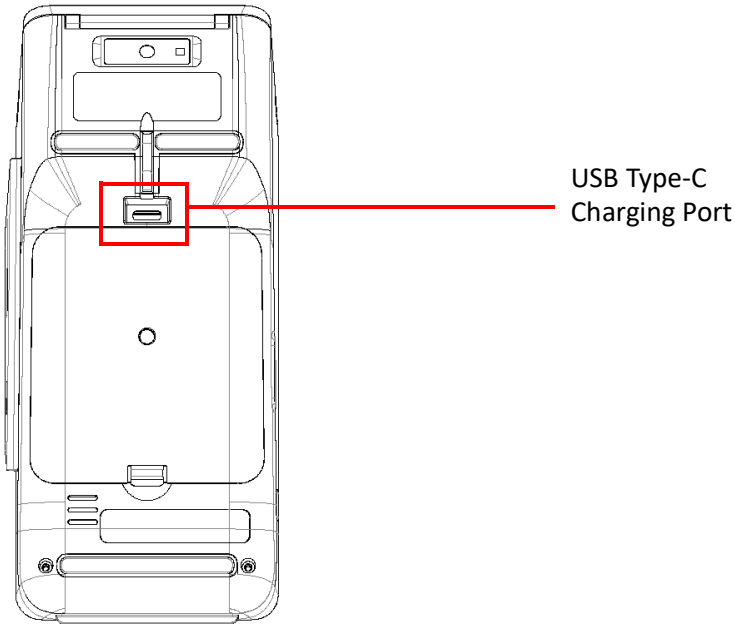
OR

3. Plug the cable into the USB Type-C charging port located on the side of the terminal.



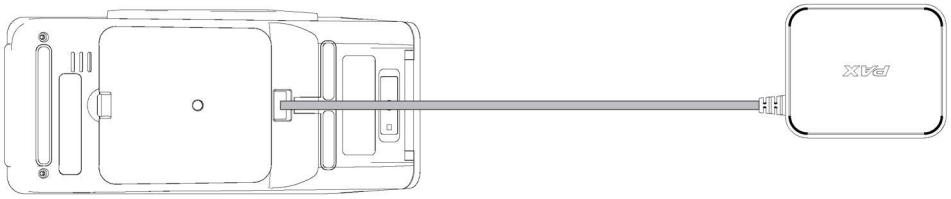
Desktop Charging

4. Insert the cable into the USB Type-C Charging Port located at the back of the terminal.



OR

5. Connect the optional CM8 Communication Module to the USB Type-C Charging Port.



Please Note:

- Connecting the power source before all other cables are connected may result in damage to the terminal and/or connected devices.
- Disconnecting the power supply while applications are being downloaded to the terminal may result in improper application download and/or damaged Flash memory.

WARNING
The A800 AC power connection can only support an approved PAX power supply. Using a third-party power supply and/or a power supply with incorrect voltage and amperage could damage the device and void its warranty.

3.3 Terminal Identification

This section provides information on terminal identification numbers and where to locate them.

3 .3.1 Serial Number Location

The A800 serial number is located on a sticker on the back of the device. Additionally, the same sticker appears on the outside of the terminal box.

3 .3.2 Revision Number Location

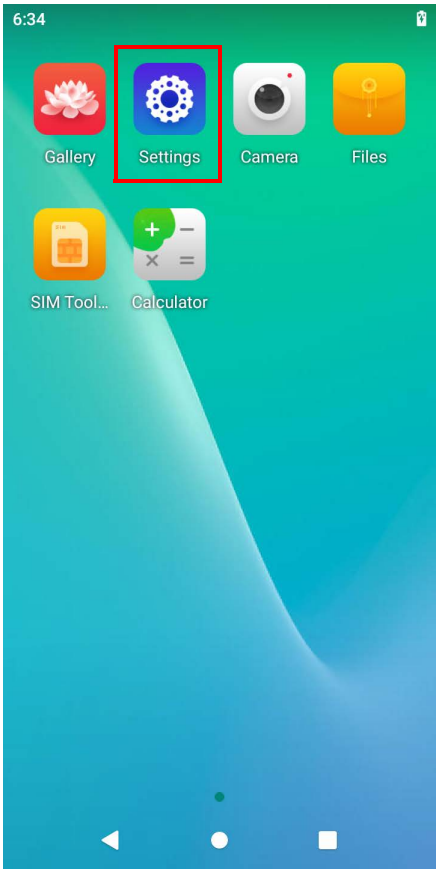
The A800 revision number, when applicable, is located on a sticker on the back of the device. Additionally, the same sticker appears on the outside of the terminal box.

3 .3.3 Part Number Location

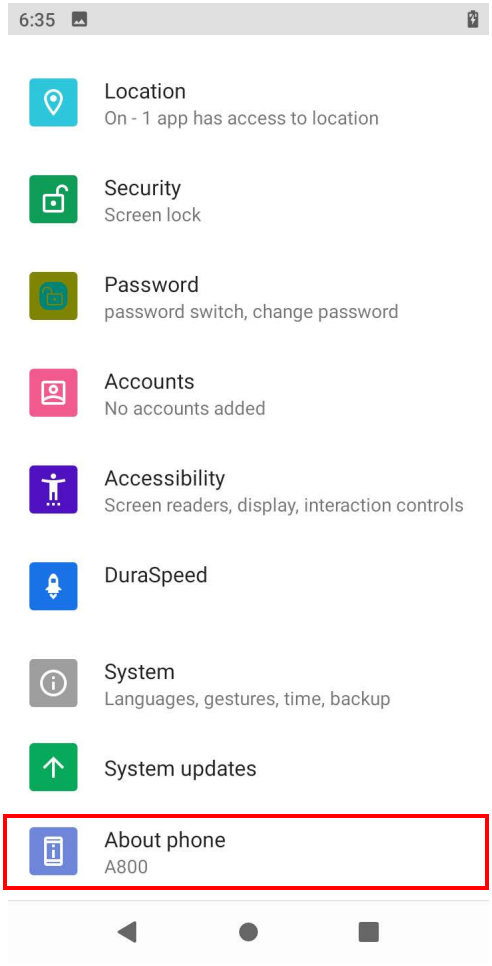
The A800 part number is located on a sticker on the back of the device. Additionally, the same sticker appears on the outside of the terminal box.

3 .3.4 IMEI Number Location

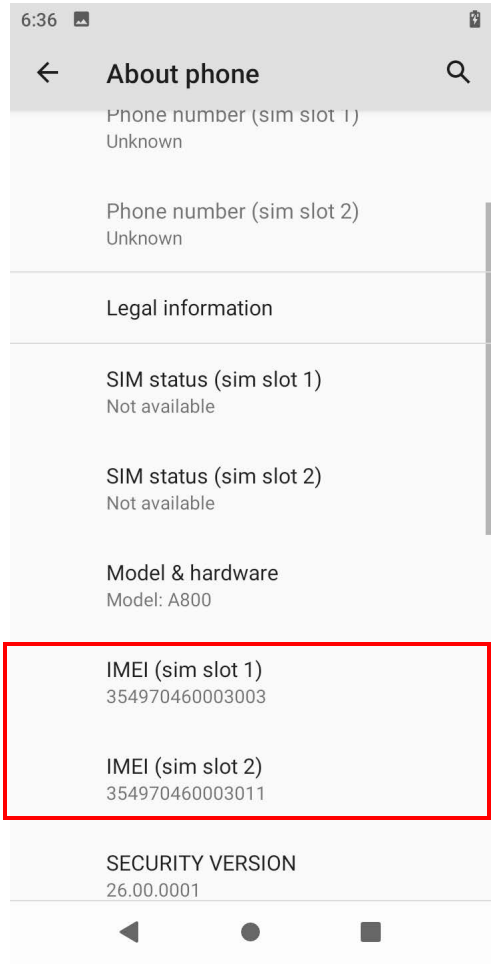
1. Select **[Settings]**.



2. Scroll up and select **[About phone]**.



3. Scroll up to see IMEI information.


6:36
About phone
Phone number (sim slot 1)
Unknown
Phone number (sim slot 2)
Unknown
Legal information
SIM status (sim slot 1)
Not available
SIM status (sim slot 2)
Not available
Model & hardware
Model: A800
IMEI (sim slot 1)
354970460003003
IMEI (sim slot 2)
354970460003011
SECURITY VERSION
26.00.0001

3.4 A800 Warranty

All PAX terminals include a standard warranty from date of purchase. For a list of associated device RMA fees and other FAQs, please see the PAX RMA Portal.

WARNING
The warranty period for terminals and associated equipment begin from the date PAX sold the terminal to the distributor, not the current terminal owner's date of purchase from the distributor.

3.5 Battery Information

The following table lists battery specifications for the A800.

Part Number	Specs	Image
200206010000152	7.4V, 2300mAh	

Please Note: When included, the part number is listed for identification purposes only. For replacement orders, please see the A800 Ordering Guide located on Confluence.

3 .5.1 Battery Warranty

The A800 battery includes a standard one-year warranty. For returns or FAQs related to RMA, please see the PAX RMA Portal.

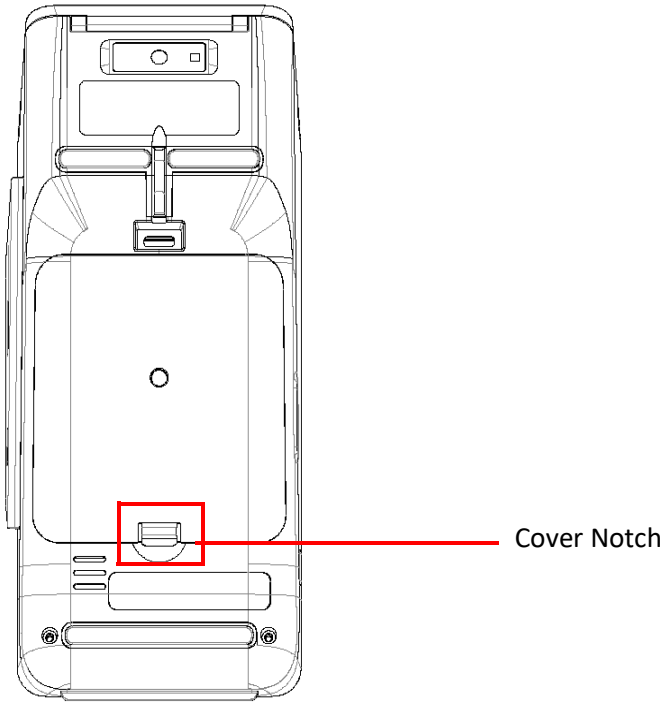
WARNING
The standard one-year warranty applies to the battery only and does not include the terminal or any other terminal hardware.

3 .5.2 Battery Location

The battery is located under the back cover of the device.

3 .5.3 Removing Battery

1. Power the device off before removing or replacing the battery.
2. Using the back cover notch, lift and remove the back cover.

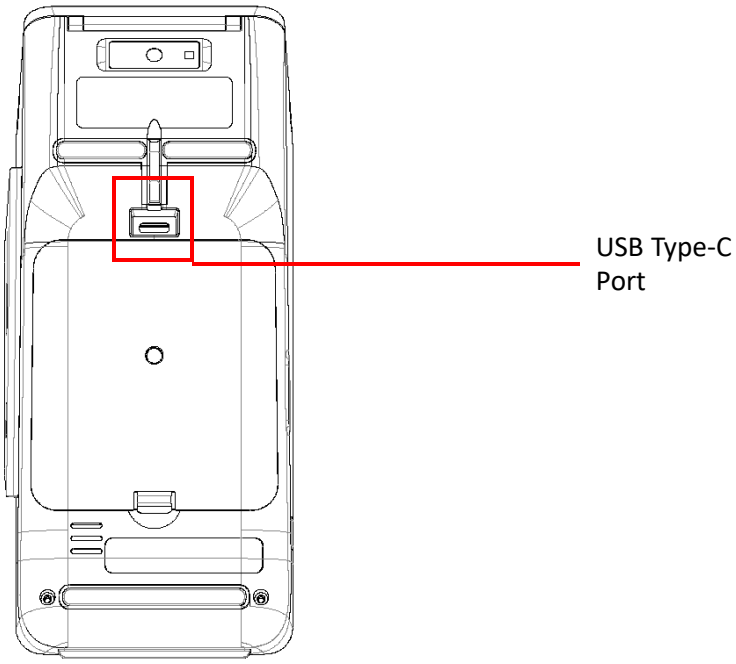


3. Gently remove the old battery: Unplug the battery connector and hold the battery then pull it out.

4. To replace with a new battery: align the battery in the battery compartment and hold the battery connector then insert it into the power socket.

3 .5.4 Charging Battery

The A800 battery is charged via the USB Type-C port on the backside of the device.



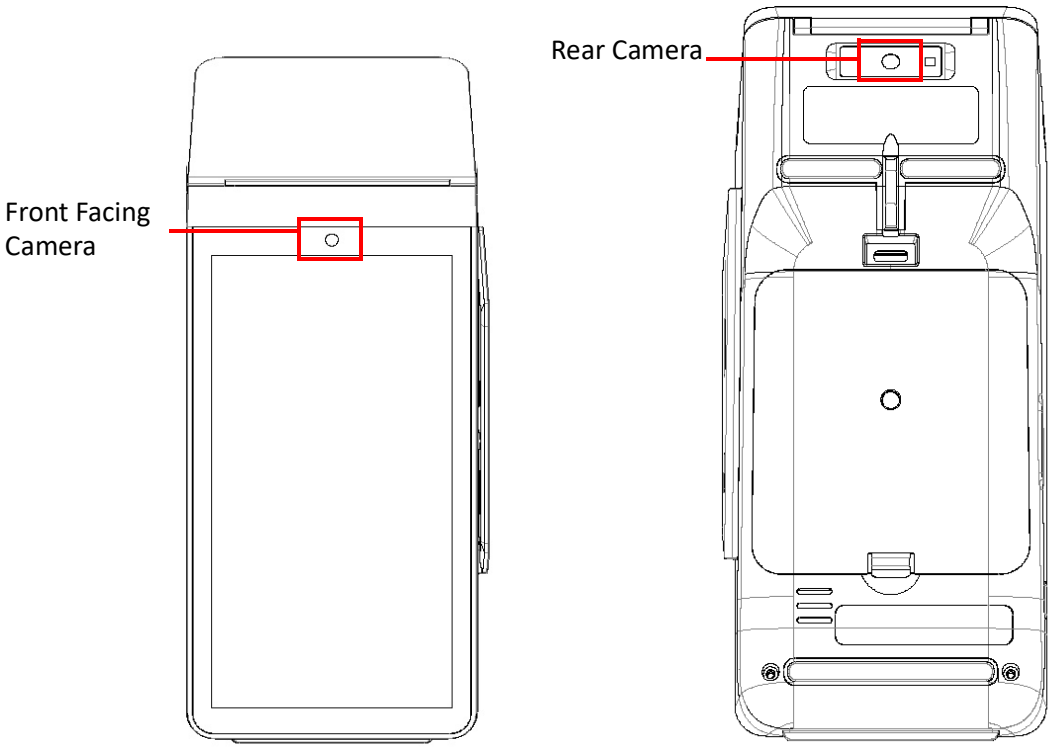
Please Note: The battery should only be charged with PAX-approved power supplies, as shown in "AC Power Connection" on page 6 and/or "Cables" on page 25; using any other power supplies could damage the product and void the device warranty. Additionally, the following best practices apply when charging a PAX device:

- Lithium-ion batteries do best when kept above a 50% charge and repeatedly allowing the battery to drain fully may shorten its life and decrease its overall capacity.
- The charging time cannot exceed 24 hours. If the battery is out of power, please recharge it to 100% capacity and then disconnect the device to avoid shortening its life.

3.6 Camera/Scanner

The A800 includes a 2MP fixed focus front camera, a 5MP auto focus rear camera, and a professional scanner.

3 .6.1 CAMERA/SCANNER LOCATION

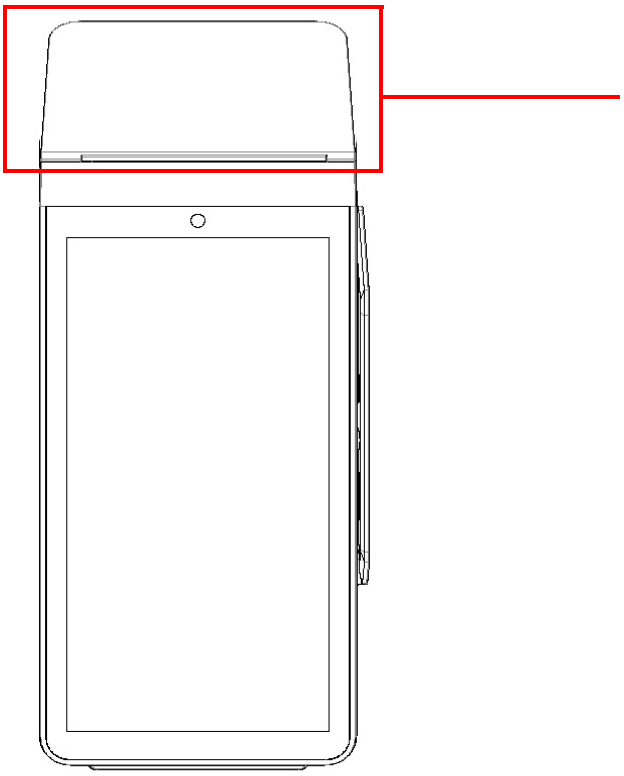


3.7 Printer

The A800 includes a 1.5” high speed thermal printer. The paper roll outer diameter is 40mm.

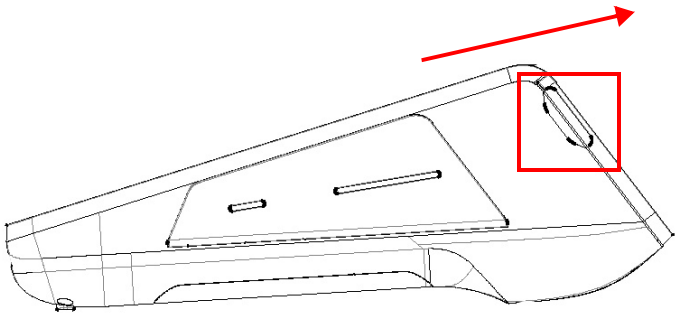
3 .7.1 PRINTER LOCATION

The printer roll is located underneath the contactless area of the A800.



3 .7.2 PRINTER ROLL INSTALLATION

1. Using the notches on the sides of the contactless area pull the paper latch away from the device to open the hatch.



2. Install paper roll ensuring that the paper is coming out from the top of the roll.

3. Pull 6” of paper from the roll and then press the paper hatch closed until it snaps into place. Tear excess paper up and away from the device at a 45-degree angle.

3.8 SIM, SAM, and/or SD Card

The A800 supports the following card types and sizes:

Terminal and Option	SD Size	SAM Size	SIM Size
A800, 1x Hybrid SIM/SAM	Micro SD	1x SAM	1x Micro SIM

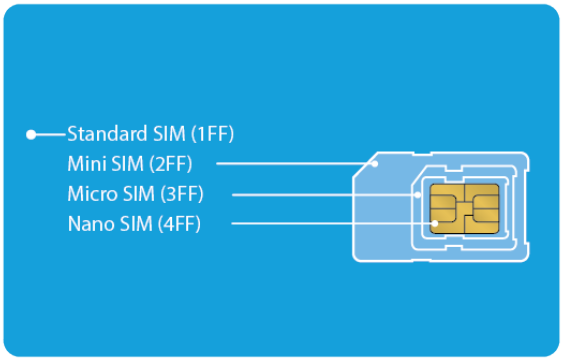
3 .8.1 SIM/SAM, and SD Card Sizing

While PAX devices support a range of SIM card sizes, the maximum SAM card size supported in all devices is the Mini SIM size and the maximum SD card size supported in all PAX devices is the Micro SD card.

3 .8.1.1 SIM/SAM Card Sizes

SIM/SAM Cards come in the following sizes:

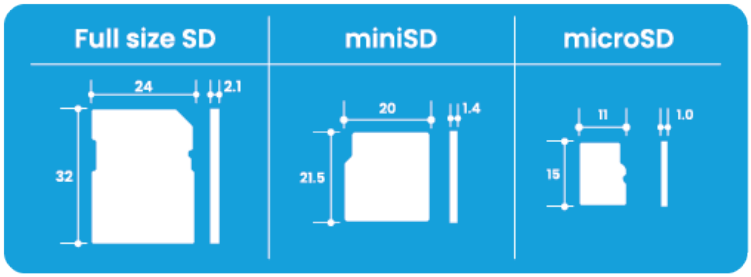
- Standard SIM (1FF): (85.6mm × 53.98mm × 0.76 mm)
- Mini SIM (2FF): (25mm x 15mm x 0.76mm)
- Micro SIM (3FF): (15mm x 12mm x 0.76mm)
- Nano SIM (4FF): (12.3mm × 8.8mm × 0.67mm)



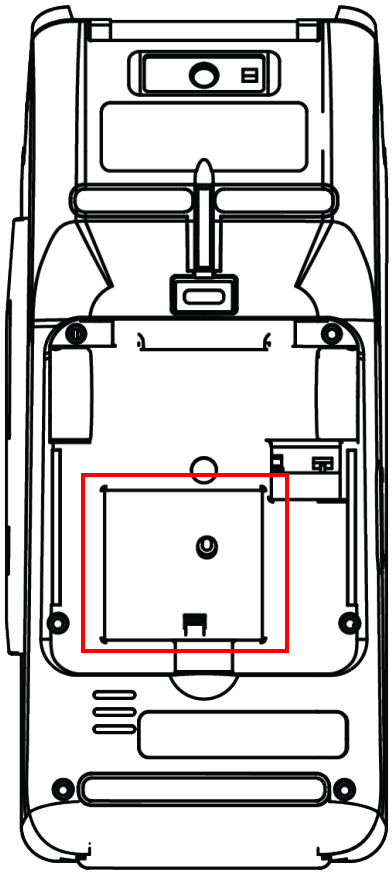
3 .8.1.2 SD Card Sizes

SD Cards come in the following sizes:

- Full Size: (32.0×24.0×2.1mm)
- Mini SD: (21.5×20.0×1.4mm)
- Micro SD: (15.0×11.0×1.0mm)



3 .8.2 SIM, SAM, AND/OR SD CARD SLOT LOCATION



3 .8.3 SIM, SAM, AND/OR SD CARD INSTALLATION

1. Lift the back cover up to remove it from the terminal.
2. Insert the SIM, SAM and/or SD card into the slot with contacts facing down and the clipped corner of the card facing the upper right.

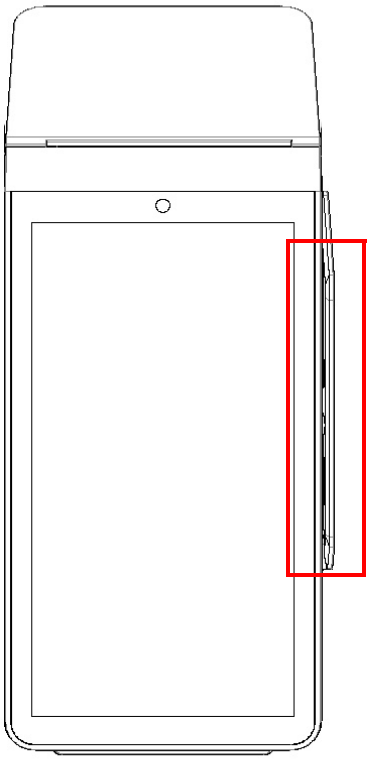
3.9 Card Readers

This section describes the following card readers available on the A800:

- Magnetic Stripe Reader (MSR)
- IC/Smart Card Reader
- NFC (Near Field Communication)/Contactless Card Reader

3 .9.1 Magnetic Stripe Reader

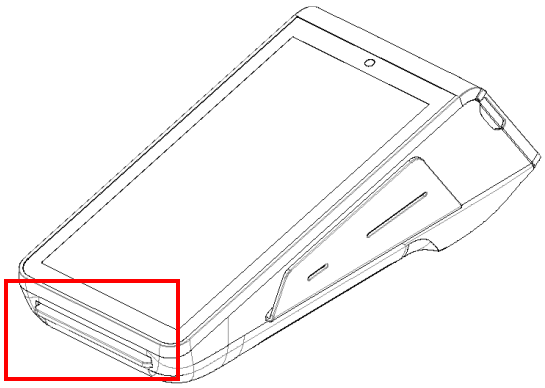
The Magnetic Stripe Reader (MSR) is located at the right side of the device. The reader includes triple track reading and bidirectional reading.



To use the MSR, swipe the card from either left to right or right to left with the magnetic stripe facing away from the front of the terminal.

3 .9.2 IC/Smart Card Reader

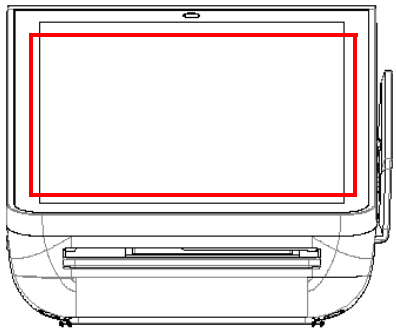
The A800 includes an EMV card reader at the bottom of the device.



To use the EMV card reader, insert the card fully into the reader with the metallic contacts facing up and towards the device. Make sure that the card is fully inserted into the card reader while reading the card.

3 .9.3 NFC/Contactless Card Reader

The A800 has a contactless card reader with an RF antenna located at the top of the device. The read area is indicated by the contactless icon.



To use the contactless card reader, place the card roughly parallel to the contactless area. For best results, place as close to the contactless area as possible with the card centered.

3.10 A800 Accessories

The following section provides information on major A800 accessories. For ordering of accessories, terminals or replacement parts, please see the A800 Ordering Guide located in Confluence.

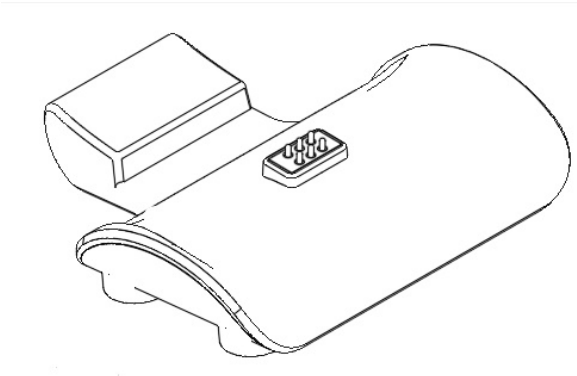
3 .10.1 CABLES

This section describes A800-compatible cables, their part numbers for identification purposes only, and their use cases. Note that for wireless communication only, no cable is necessary.

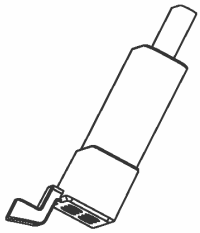
Cable	Part Number	Use Case	Image
USB Type C to Type-C PTC cable, PD fast charging, black, 1000±30mm	200204030000444	Charging cable	

3 .10.2 B800 BASE STATION

Single device, charging only base. Also includes the USB connector.



B800 Base

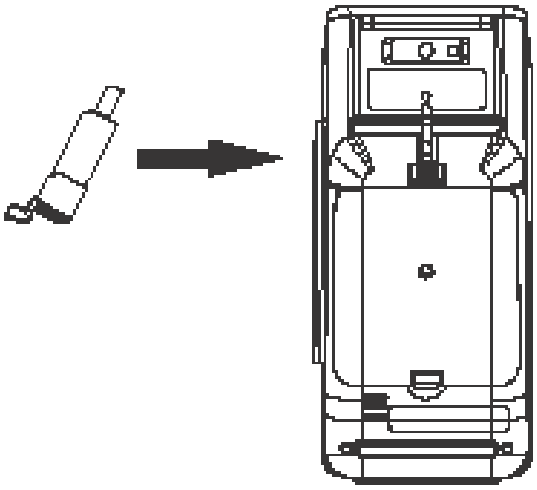


USB Connector

3 .10.2.1 Base and/or Stand Installation

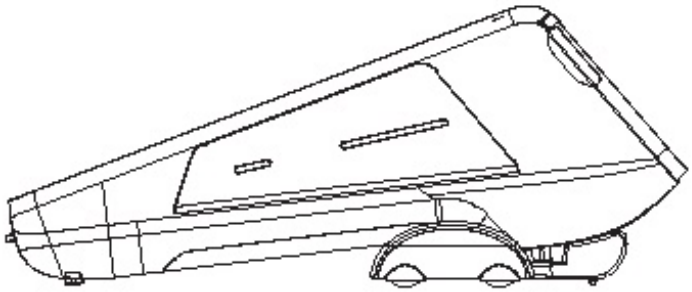
The B800 base

1. Insert the USB connector into the back of the A800.



2. Use the USB cable to connect the base's USB port with the power adapter or Docking Station.

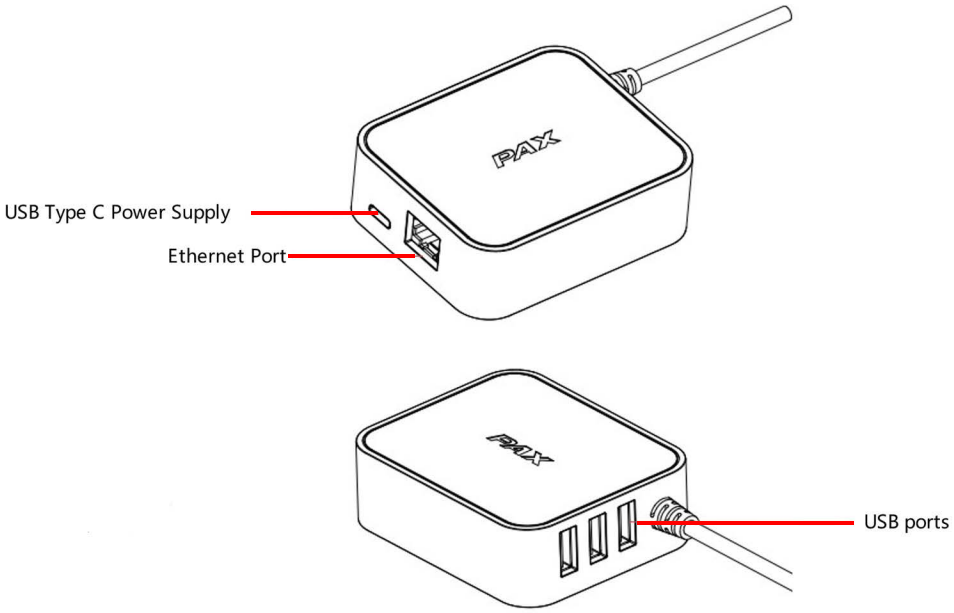
3. Place the A800 on the B800 Base Station and make sure the contacts are connected. If plugged in, the charging indicator light will light up.



Please Note:

When in use, please place the Base Station on an open, ventilated countertop. When using the machine, do not shake the Base Station and A800 host violently, so as to avoid the charging interruption between the host and the base.

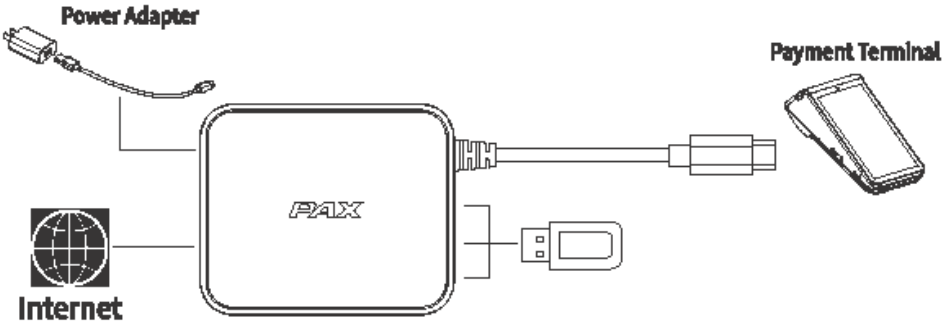
3 .10.3 CM8 COMMUNICATION HUB



3 .10.3.1 Connecting the CM8 Communication Hub

The CM8 Communication Hub contains 3 USB Type-A ports, 1 USB Type-C Power Adapter, and an RJ45 port, and provides a central point to connect one or more devices to your A800.

1. Place the Communication Hub in a convenient location, close to the devices you will be connecting with.



2. Plug the power adapter cord into the Communication Hub and the power adapter into an outlet. Connect peripherals into the Communication Hub as needed.

4. Basic Operating Instructions

This section provides information and step-by-step instructions for the A800's basic operations.

4.1 Intended Use Case

The A800 is intended for indoor, attended, mobile use only.

Operating Environment	Storage Environment
Temperature: 0°C ~ 50°C (32°F ~ 122°F) **Humidity:** 10% ~ 93% (without condensation)	**Temperature:** -20°C ~ 70°C (-4°F ~ 158°F) **Humidity:** 10% ~ 93% (without condensation)

Please Note: Operating the terminal outside of its intended use case and operating environment for a prolonged period of time will void the terminal warranty and may result in reduced battery capacity.

4.2 Terminal Location

Position the A800 on a counter-top, desktop, or tabletop when not in use. Keep the terminal away from direct sunlight, excessive dust, moisture, and heat. Avoid locating the terminal near electrical devices that might introduce interference such as microwave ovens and blow dryers.

4.3 Powering the Device ON/OFF

Power ON

1. Power on: Press the side ON/OFF button for three seconds until LCD backlight lights up and the terminal turns on successfully.

Power OFF

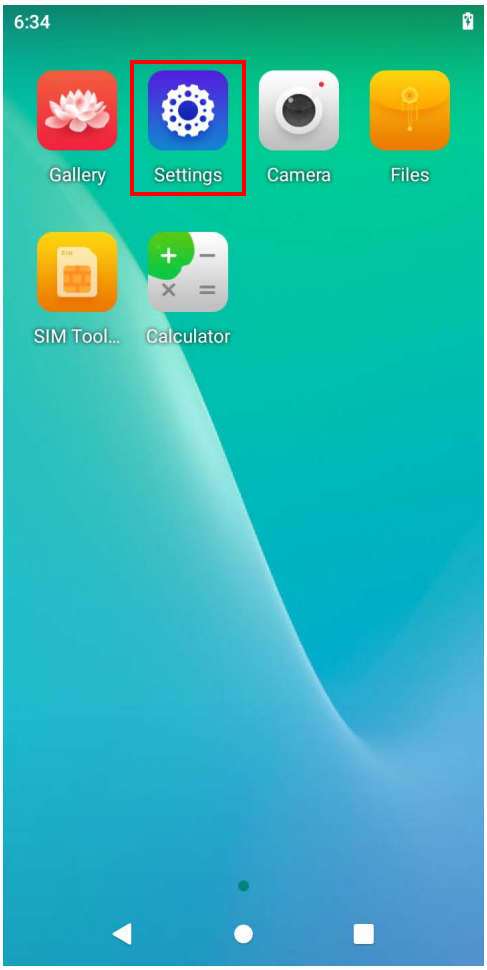
2. Power off: Press the side ON/OFF button for three seconds until the shutdown menu pops up, click "Power off" to shut down the terminal.

4.4 Rebooting the Device

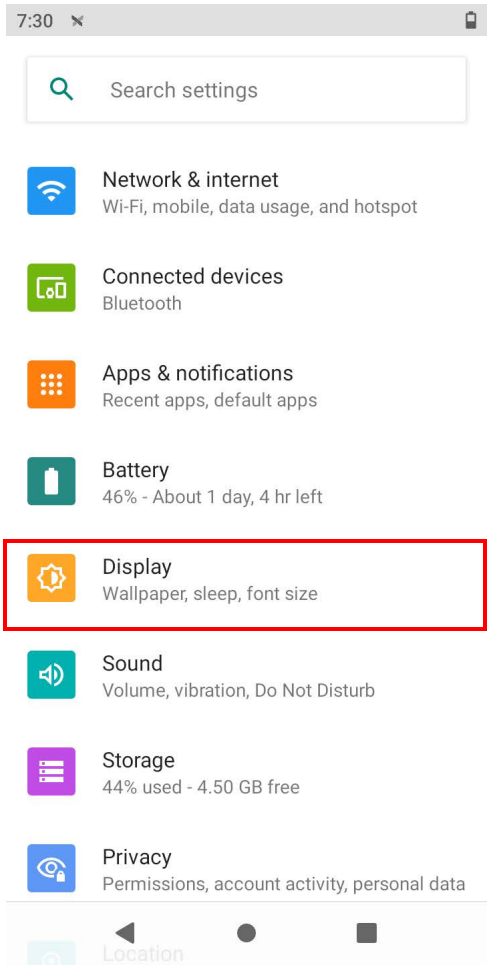
1. Power off: Press the side ON/OFF button for three seconds until the shutdown menu pops up, click "Restart" to reboot the terminal.

4.5 Adjusting the Display Brightness

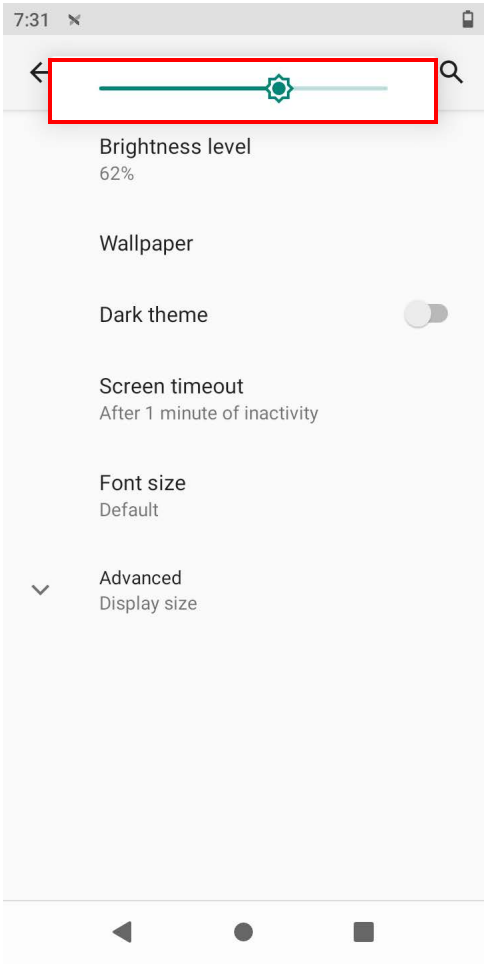
1. Select **[Settings]**.



2. Select **[Display]**.

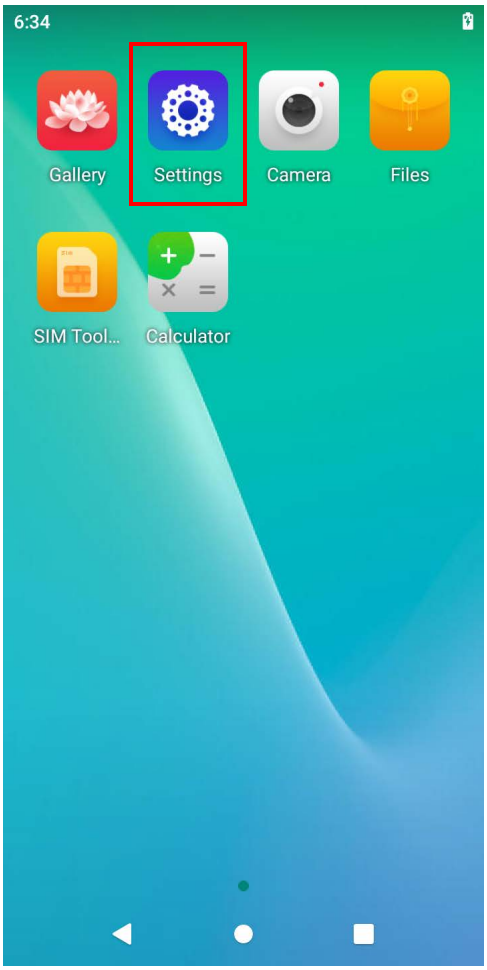


3. Select **[Brightness Level]** to manually adjust the display brightness.

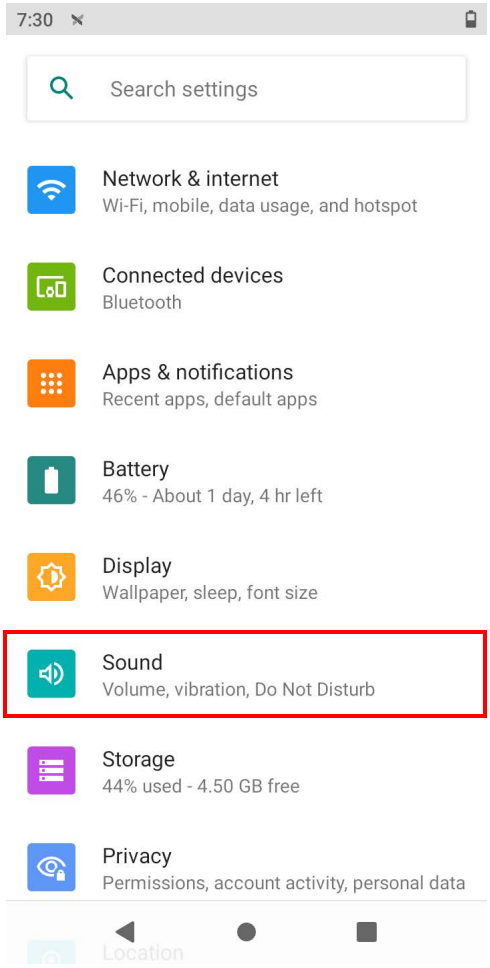

7:31
Brightness level
62%
Wallpaper
Dark theme
Screen timeout
After 1 minute of inactivity
Font size
Default
Advanced
Display size

4.6 Adjusting the Volume

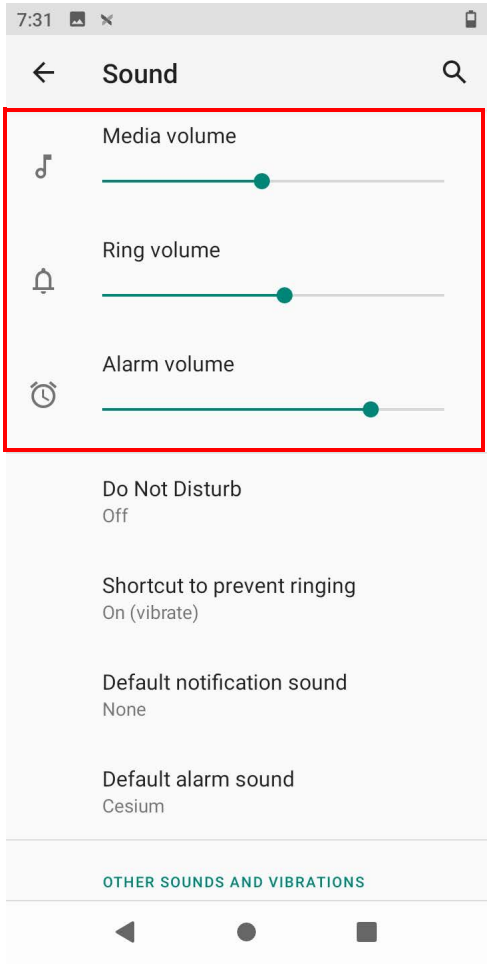
1. Select **[Settings]**.



2. Select **[Sound]**.

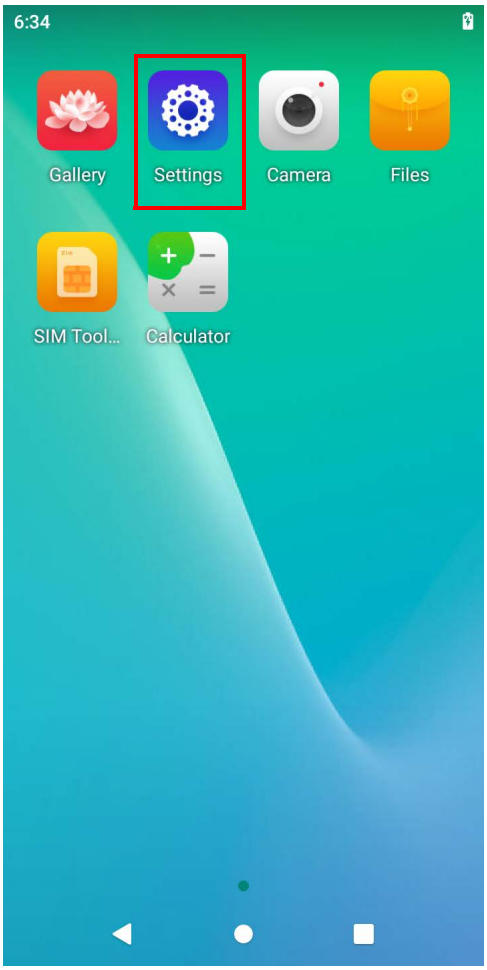


3. Use the slider to adjust the volume.

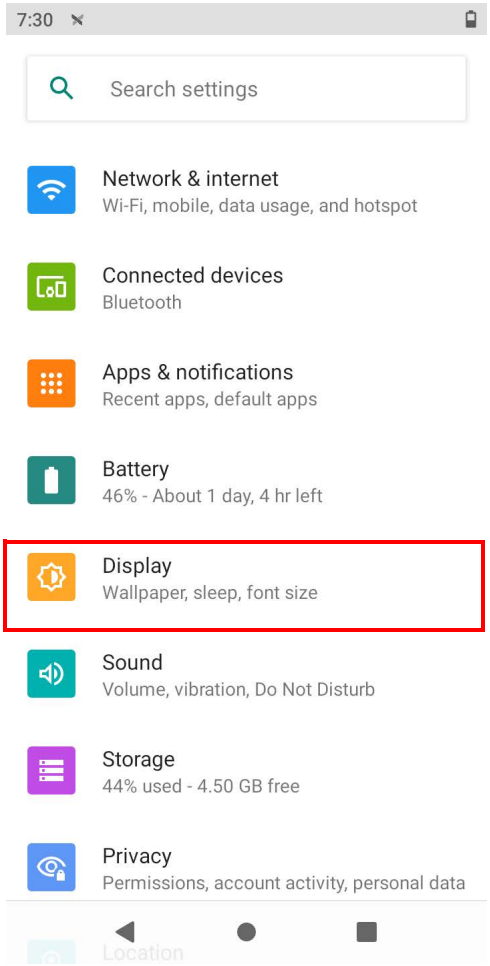

7:31
Sound
Media volume
Ring volume
Alarm volume
Do Not Disturb
Off
Shortcut to prevent ringing
On (vibrate)
Default notification sound
None
Default alarm sound
Cesium
OTHER SOUNDS AND VIBRATIONS

4.7 Setting the Screen Sleep Time

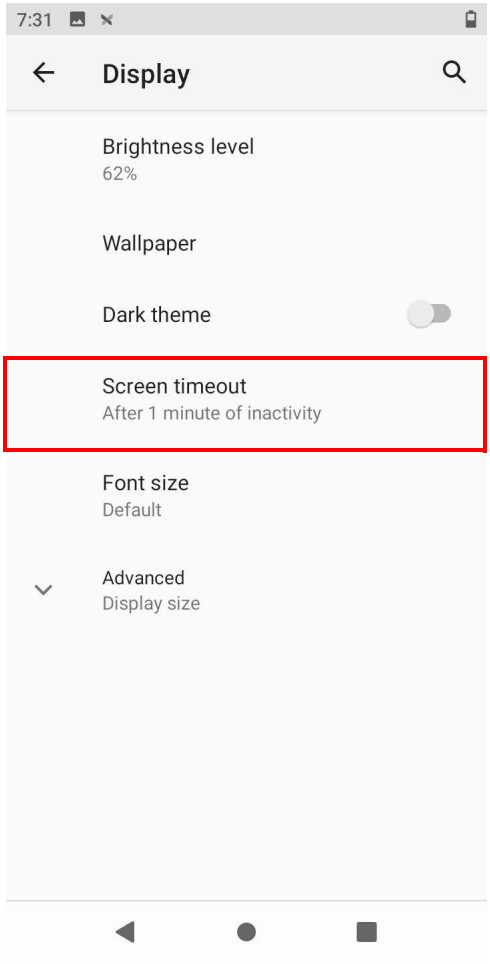
1. Select **[Settings]**.



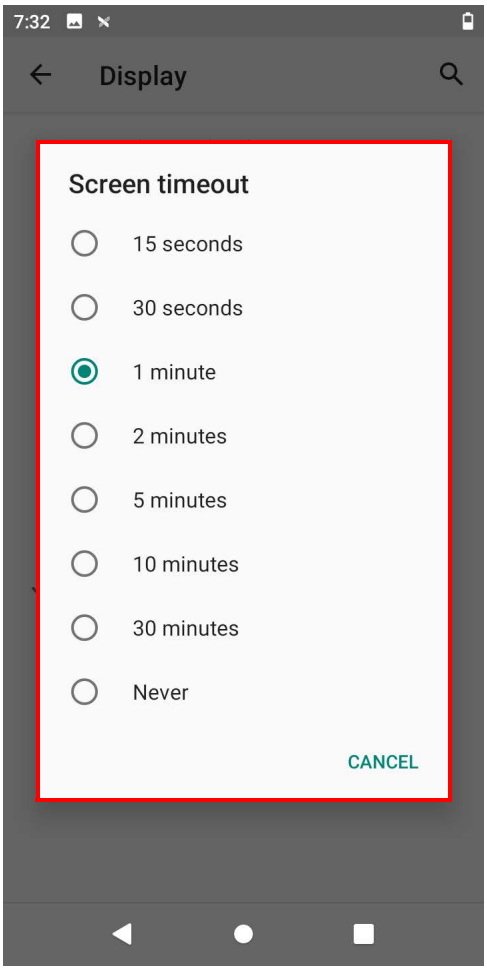
2. Select **[Display]**.



3. Select **[Screen Timeout]**.

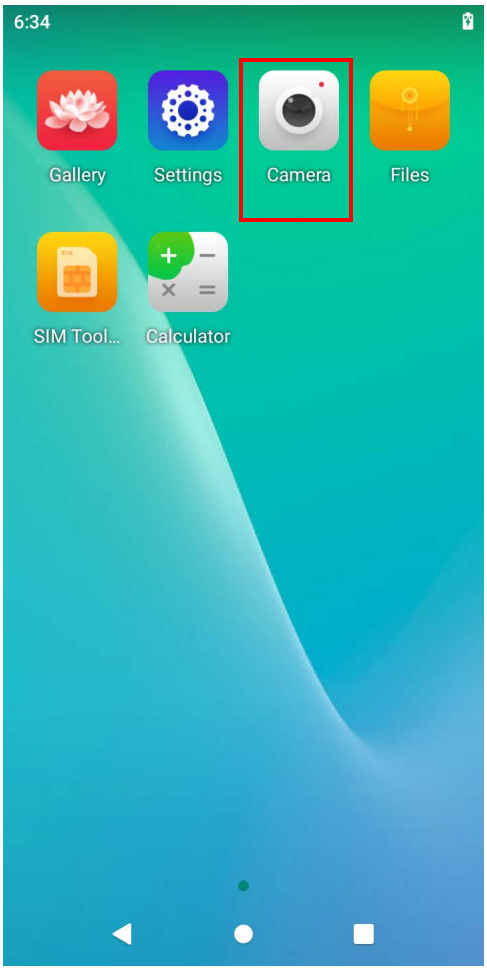


4. Select the preferred sleep time.


7:32
Display
Screen timeout
15 seconds
30 seconds
1 minute
2 minutes
5 minutes
10 minutes
30 minutes
Never
CANCEL

4.8 Taking a Photo and Scanning an Item

1. Select the **[Camera]** icon.



2. Choose front or rear facing camera.

3. Press the icon at the bottom of the screen to take a picture.

HDR
Picture
Video

4.9 Cleaning the Device

WARNING

Do not use industrial strength or abrasive cleaner as it may damage or scratch the device.

- Do not immerse the device in water or liquid.
- Do not spray water or cleaner into EMV Card Reader or ports.
- To clean the device, apply distilled water or mild glass cleaner onto a soft, lint-free cloth and gently wipe terminal.

CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

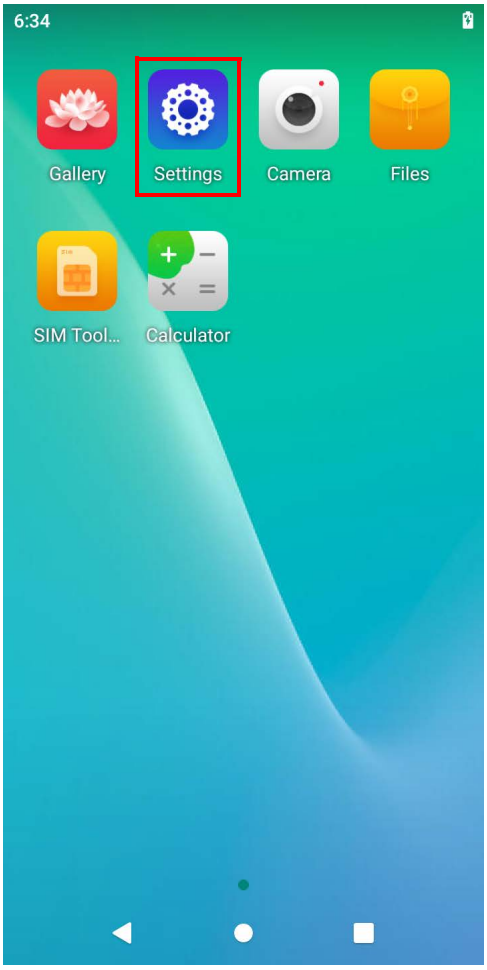
5. Communications Setup

The A800 supports Wi-Fi and Cellular for network and Internet access. Wi-Fi is a wireless computer network that links two or more devices using wireless communication to a local area network (LAN) within a limited area, such as a store or office building. Available access types of Wi-Fi on the A800 are DHCP, Static IP, Manual Static IP, and Manual Proxy. The following sections include step-by-step procedures for setting up each of these communication types.

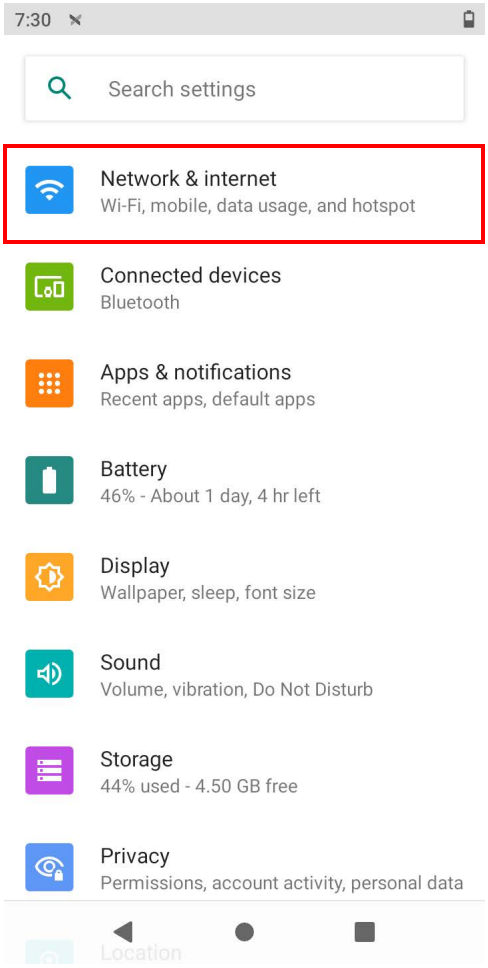
5.1 DHCP

The A800 supports DHCP setup for network and Internet access. DHCP stands for Dynamic Host Configuration Protocol. DHCP is a network management protocol used in IP networks. The DHCP server dynamically assigns an IP address and other network configuration parameters to each device on the network.

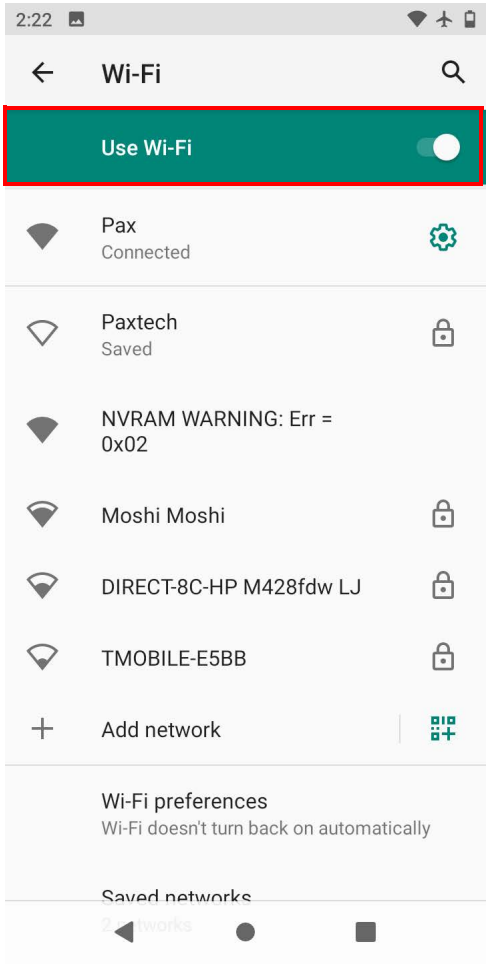
1. Select **[Settings]**.



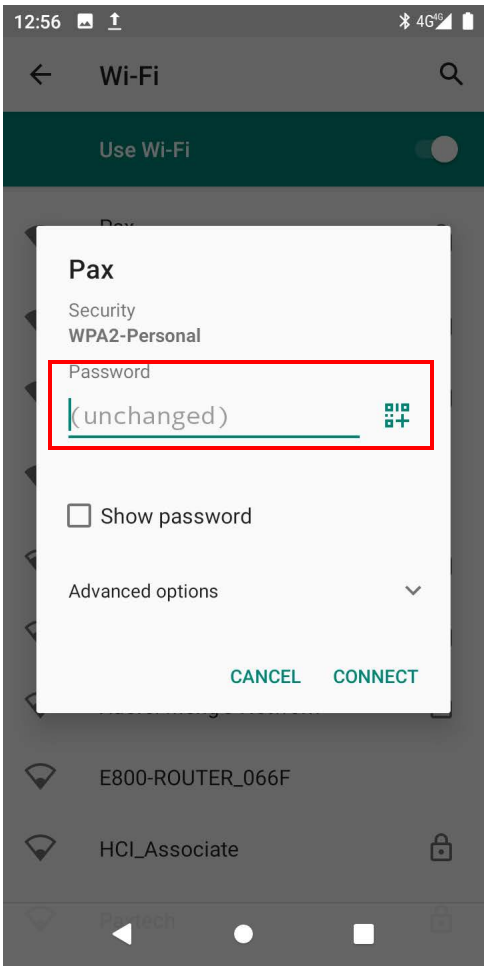
2. Select **[Network & Internet]**.



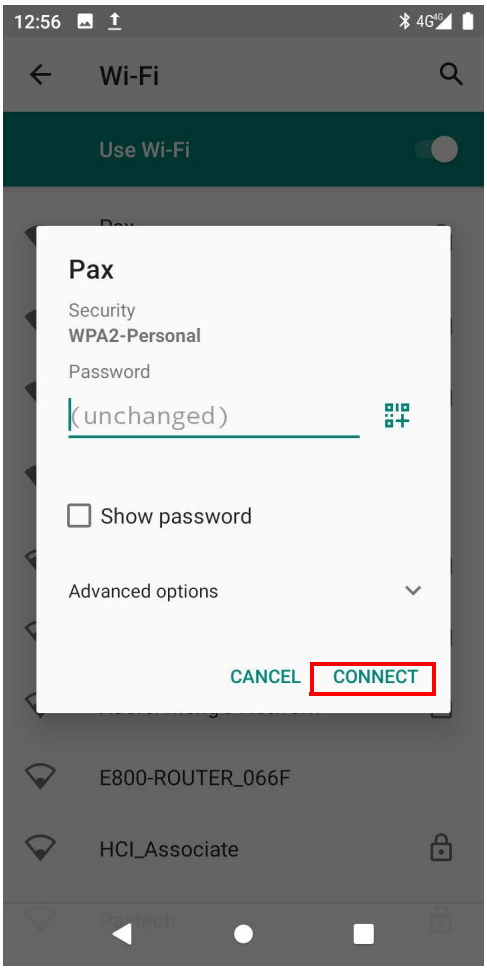
3. Slide the toggle right to enable Wi-Fi.



4. Select the desired network and then enter the network password when prompted.


12:56
Wi-Fi
Use Wi-Fi
Pax
Security
WPA2-Personal
Password
(unchanged)
Show password
Advanced options
CANCEL
CONNECT
E800-ROUTER_066F
HCI_Associate

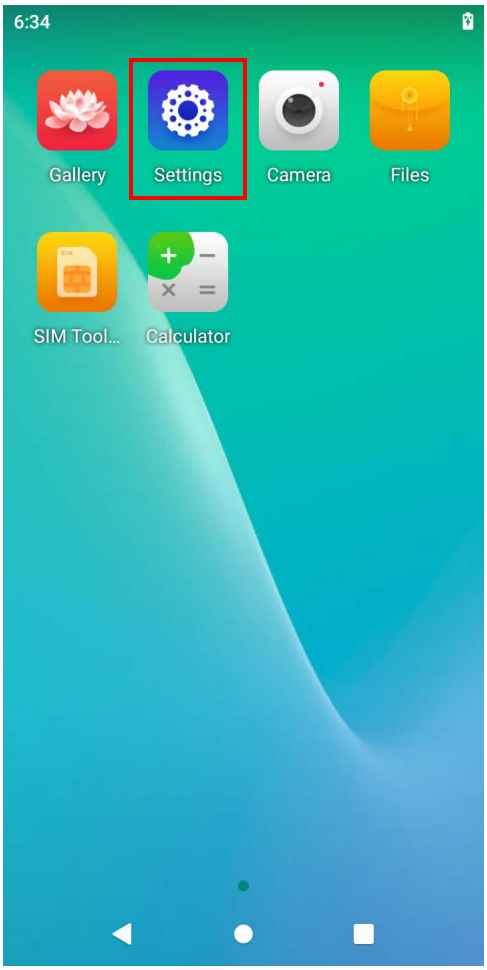
5. Select **[Connect]**.



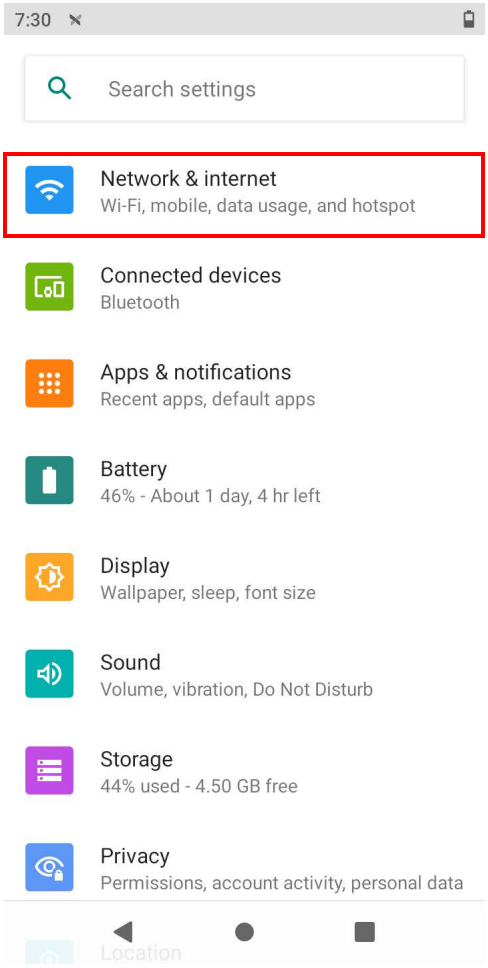
5.2 Static IP

The A800 supports Static IP setup for network and Internet access. Static IP addresses allow network devices to keep the same IP address all the time instead of automatically assigning IP addresses such as in a DHCP setup.

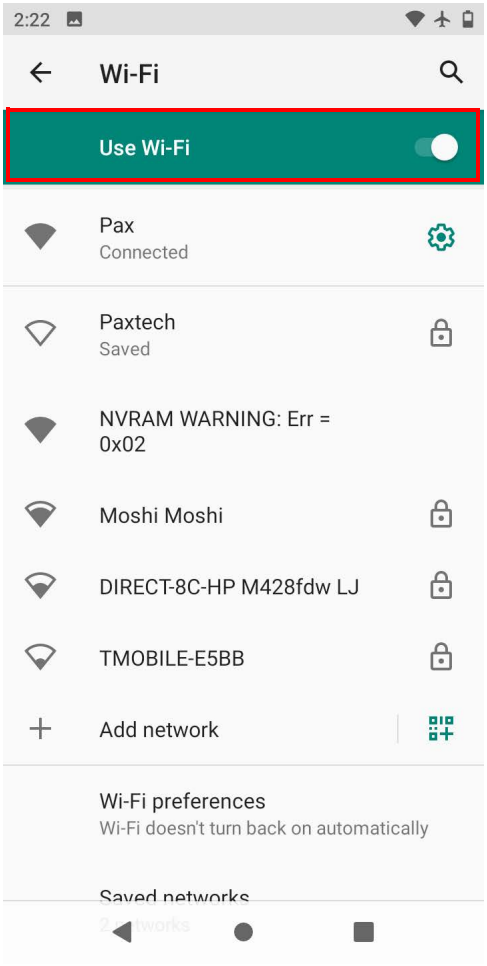
1. Select **[Settings]**.



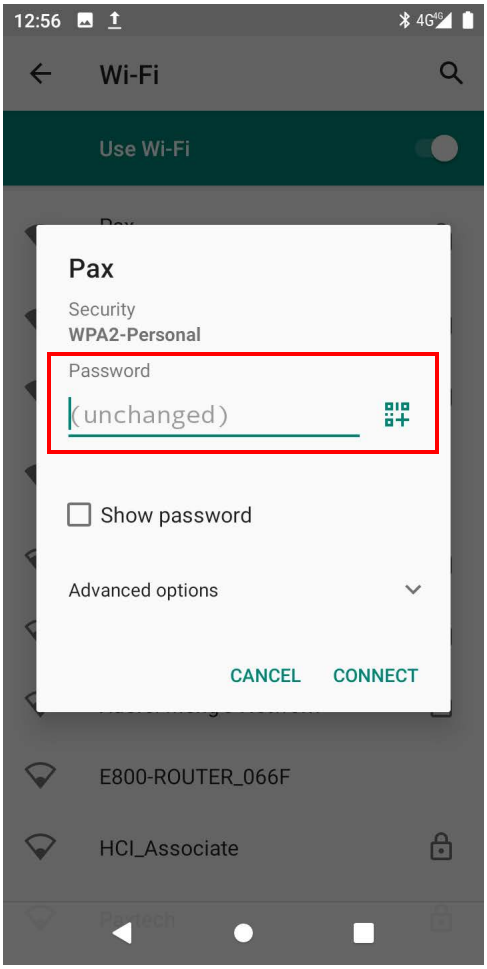
2. Select **[Network & Internet]**.



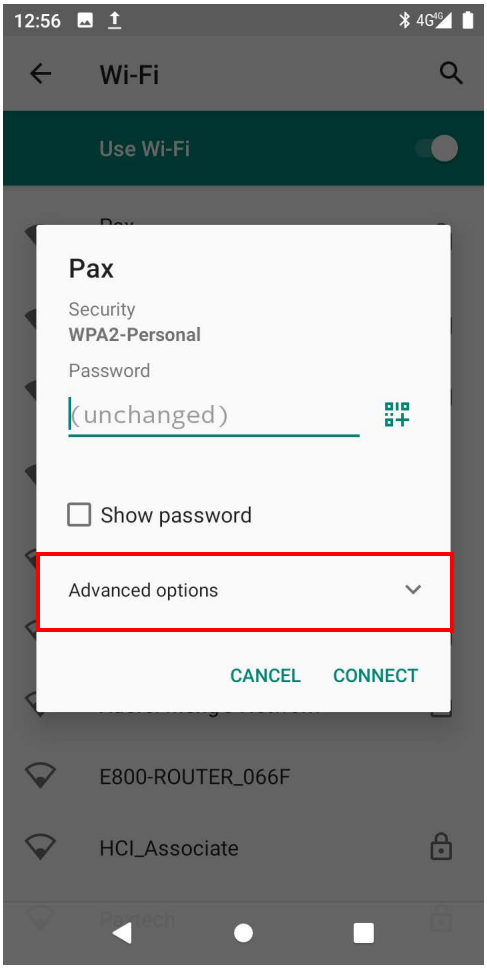
3. Slide the toggle right to enable Wi-Fi.



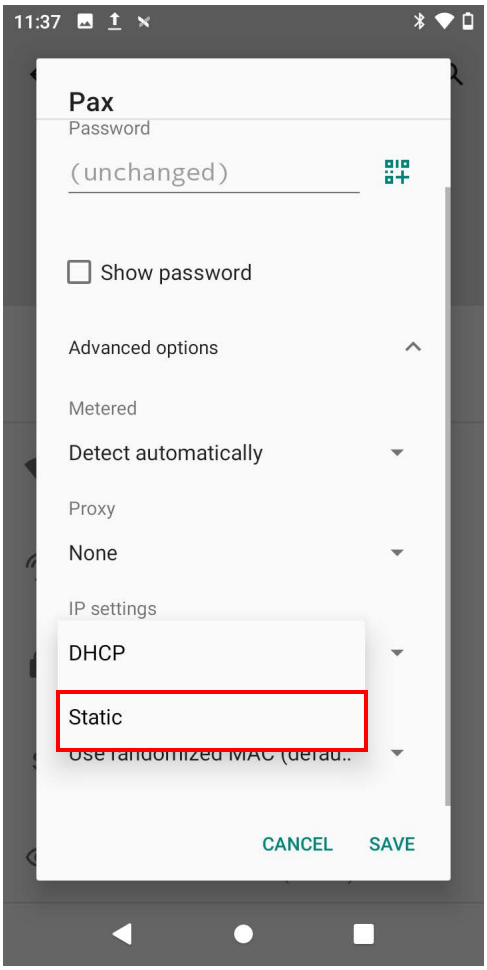
4. Select the desired network and then enter the network password when prompted.



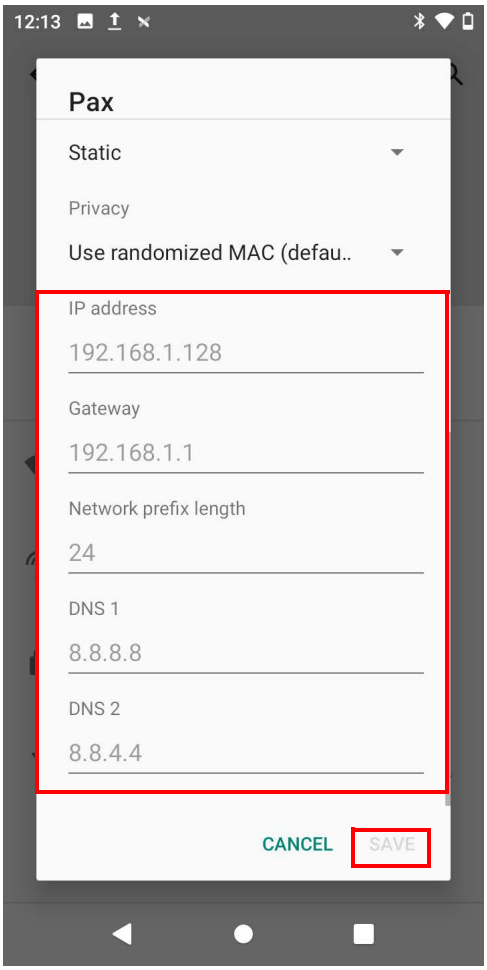
5. Click on **[Advanced Options]** drop down and scroll up.



6. Click on the **[IP Settings]** drop down, then select **[Static]**.



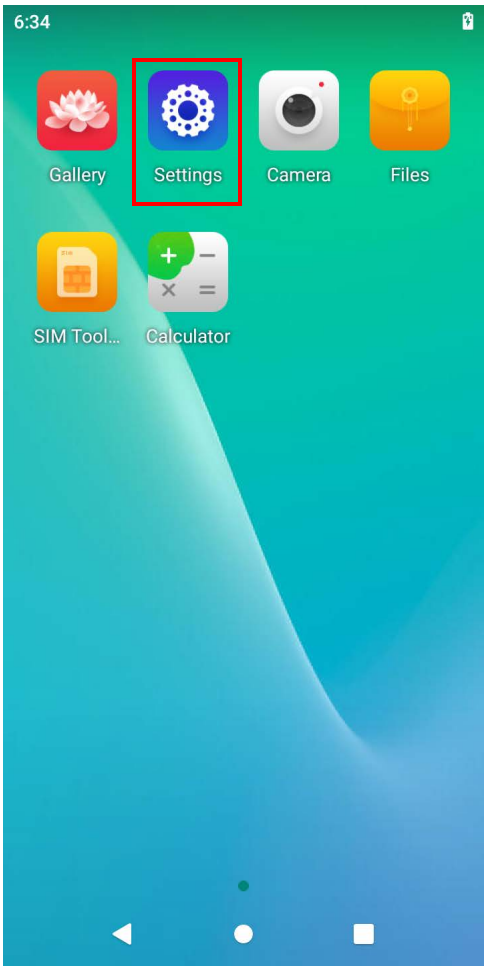
7. Enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2. Select **[Save]** when done.



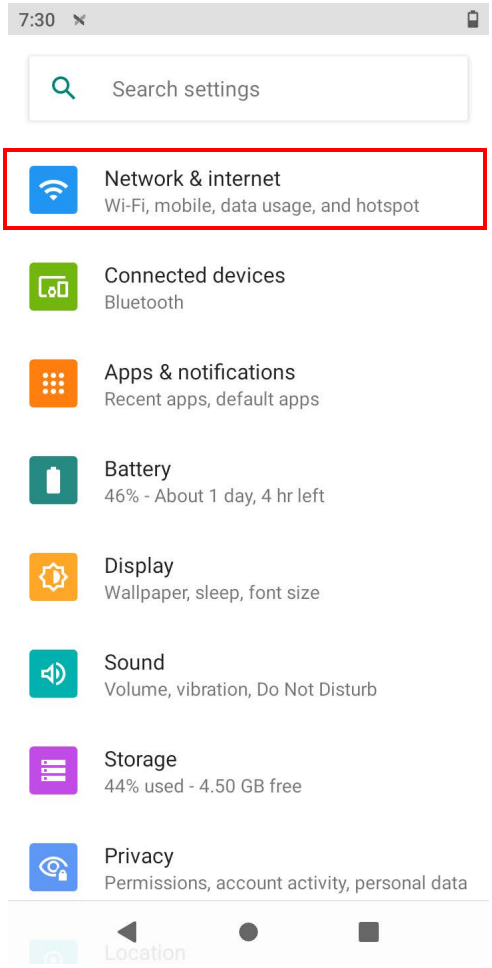
5.3 Manual Static IP

If the broadcast SSID is disabled on an access point, the terminal will not display the SSID under available Wi-Fi network listings. In this case, it is necessary to manually configure the terminal for Static IP connection types.

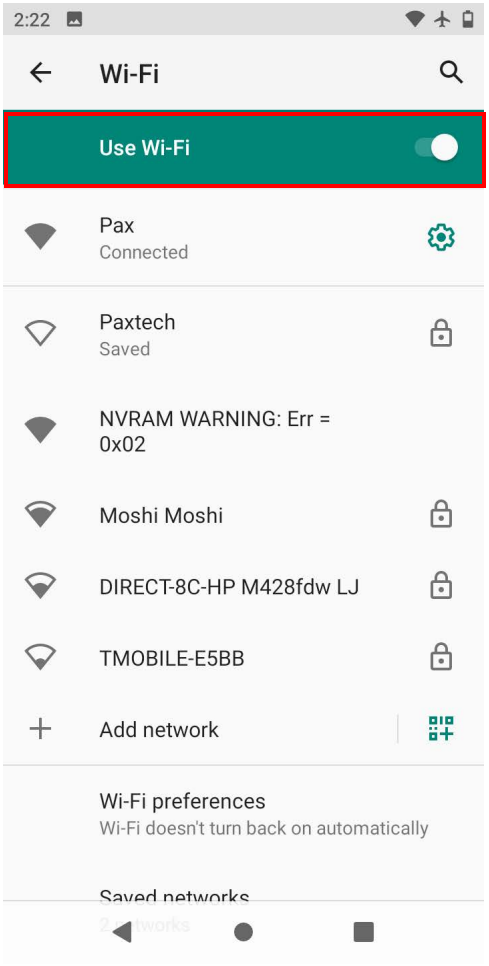
1. Select **[Settings]**.



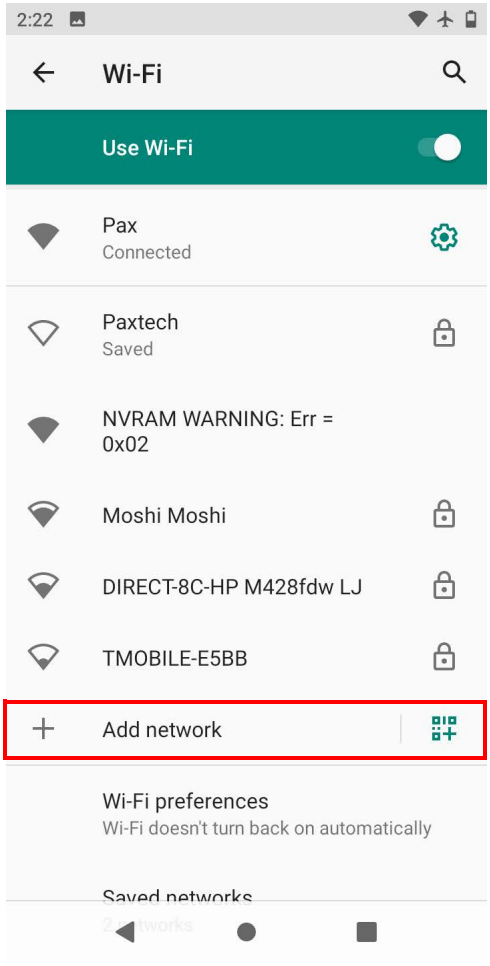
2. Select **[Network & Internet]**.



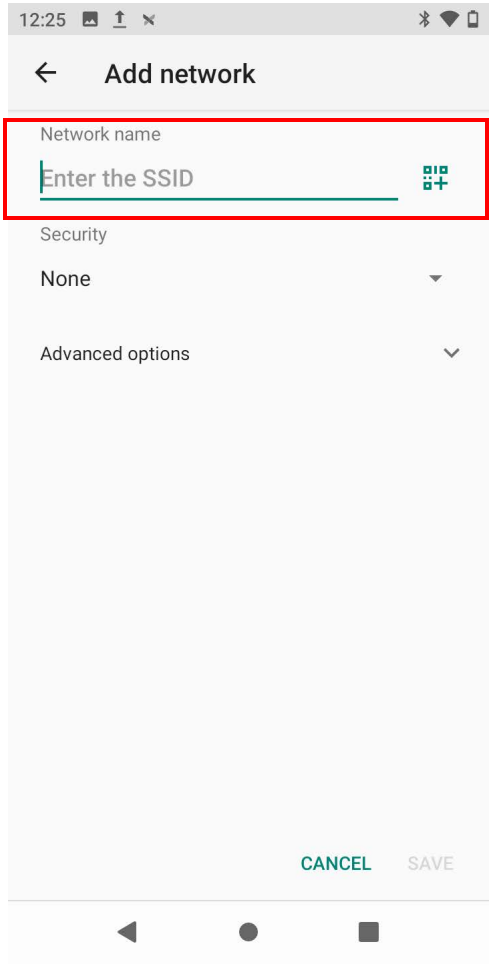
3. Slide the toggle right to enable Wi-Fi.



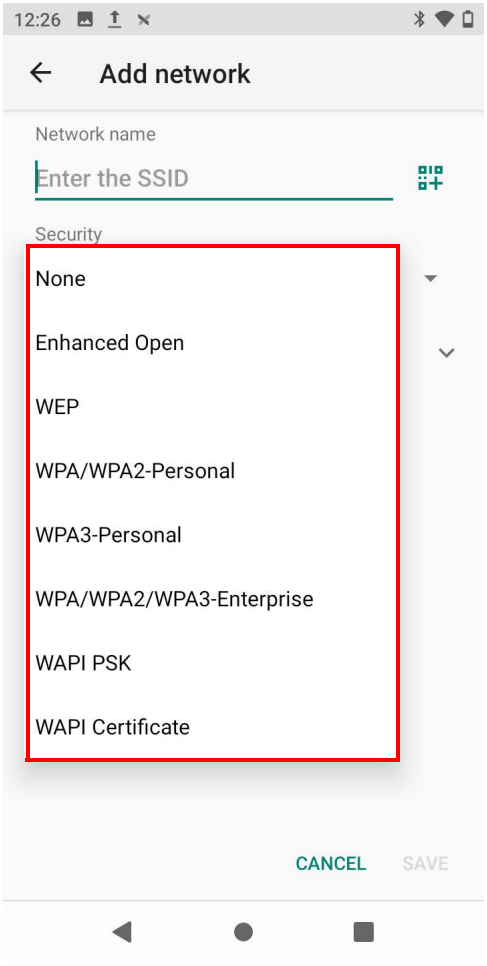
4. Select **[Add Network]**.



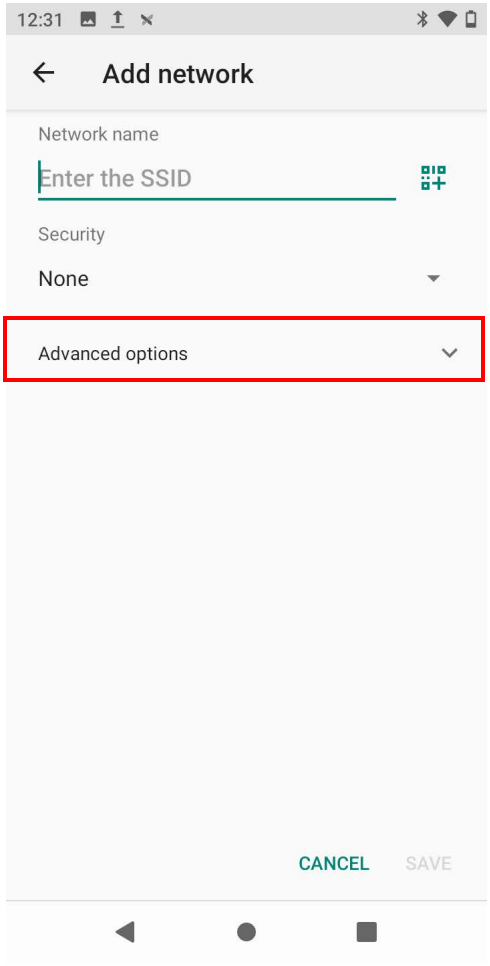
5. Enter the case-sensitive **[Network SSID]** when prompted.



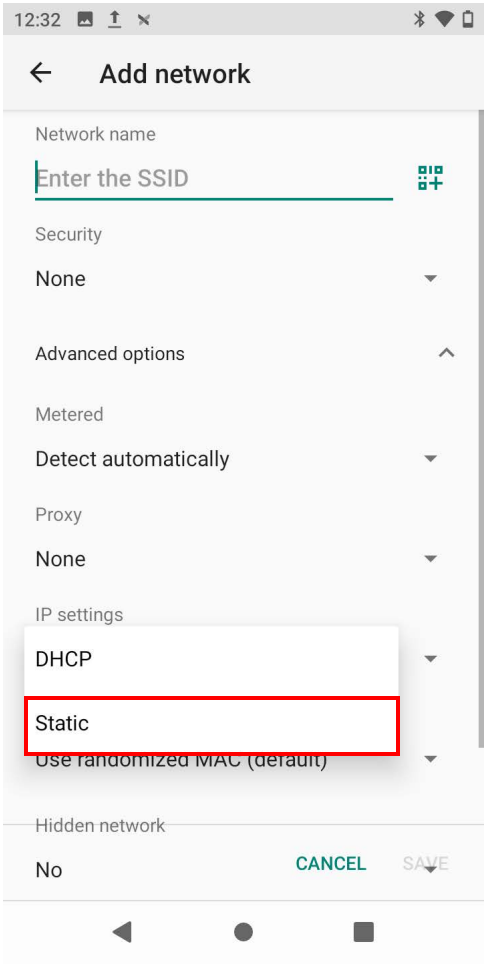
6. Select the security type from the pull-down menu. Selections include Enhanced Open, WEP, WPA/WPA2-Personal, WPA3-Personal, WPA/WPA2/WPA3-Enterprise, WAPI PSK, WAPI Certificate.



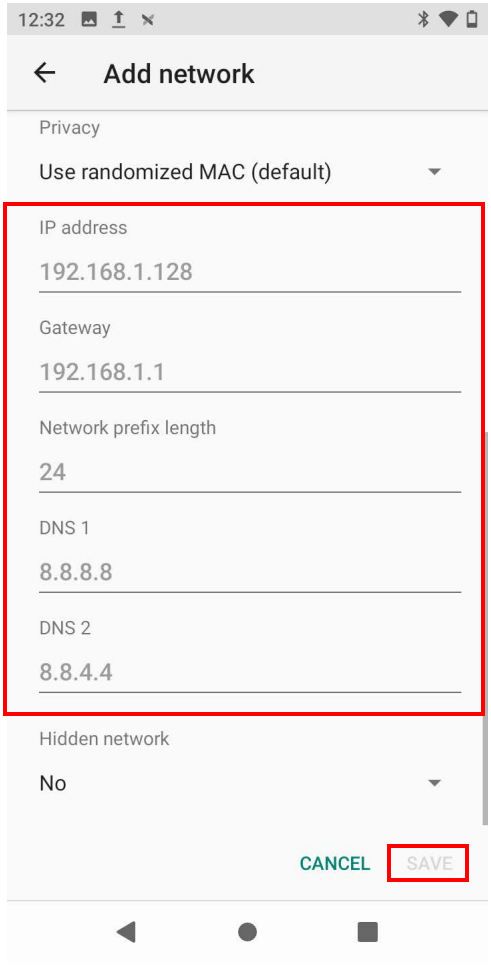
7. Select **[Advanced options]**.



8. Under the IP settings drop-down menu, select **[Static]**.



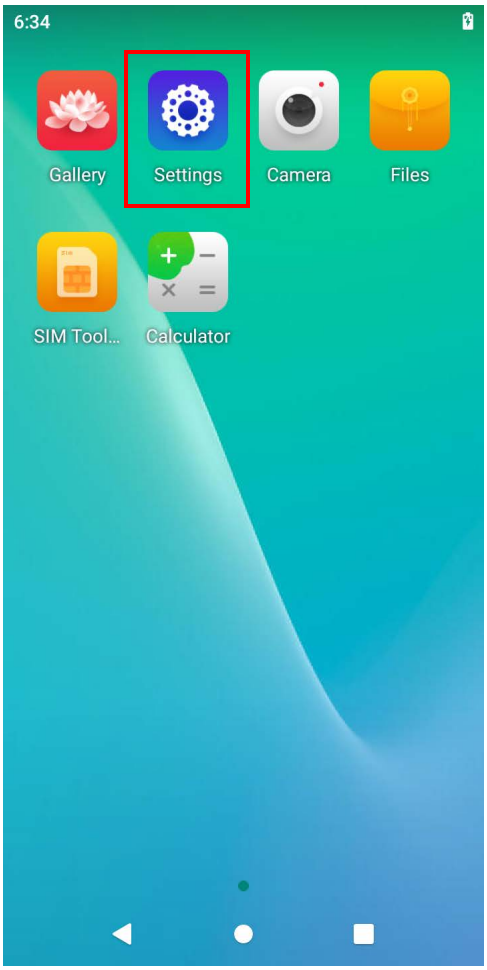
9. Enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2. Once all fields have been entered, select **[SAVE]**.



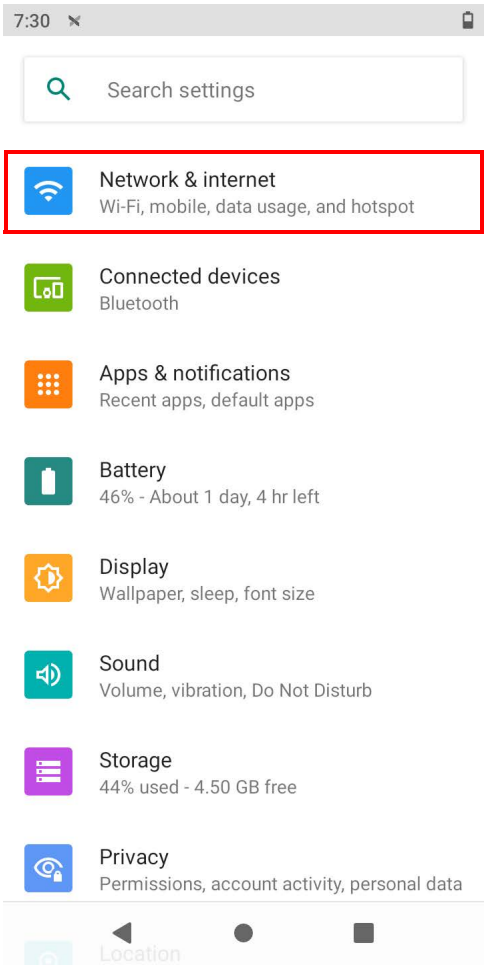
5.4 Proxy

The A800 supports a proxy setup. In this case, another computer, or proxy server, acts as a hub through which the Internet requests for the A800 are processed. By connecting through the server, the A800 sends its requests to the server which, in turn, processes the request and then returns the response to the device. In this way, the server acts as an intermediary between the A800 and the Internet.

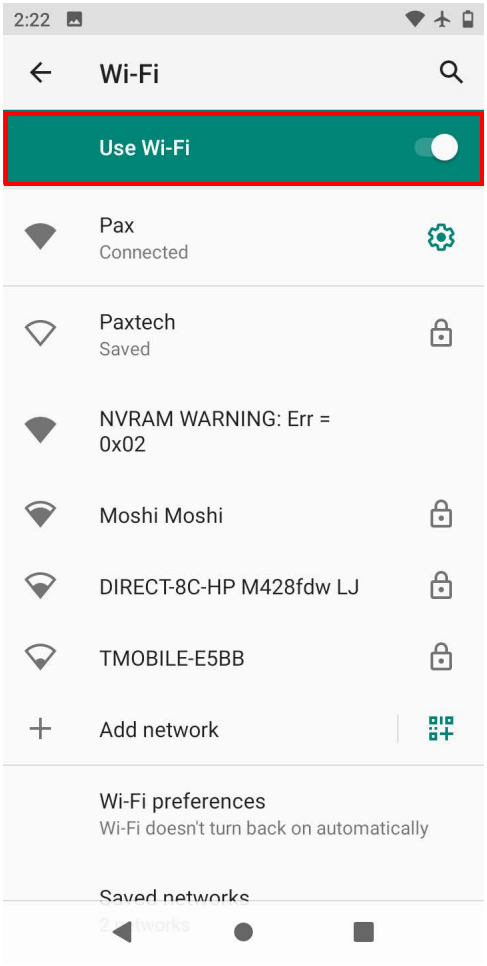
1. Select **[Settings]**.



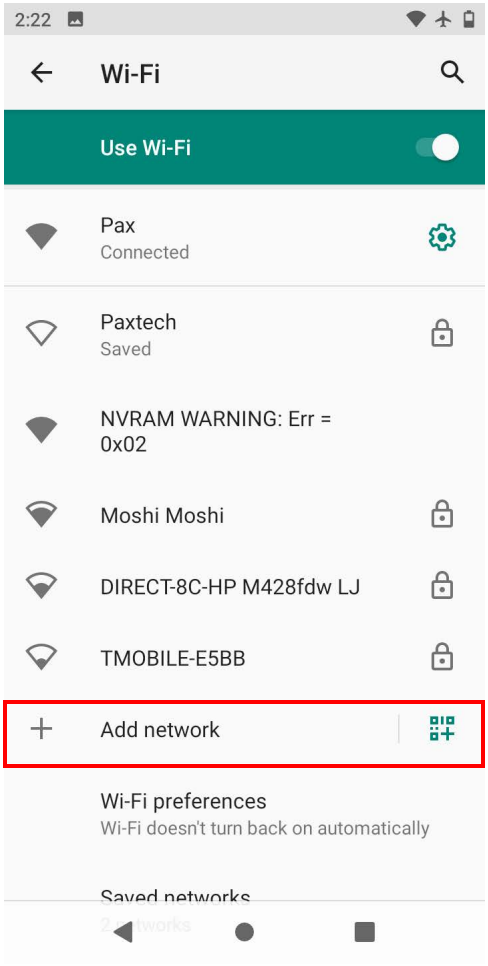
2. Select **[Network & Internet]**.



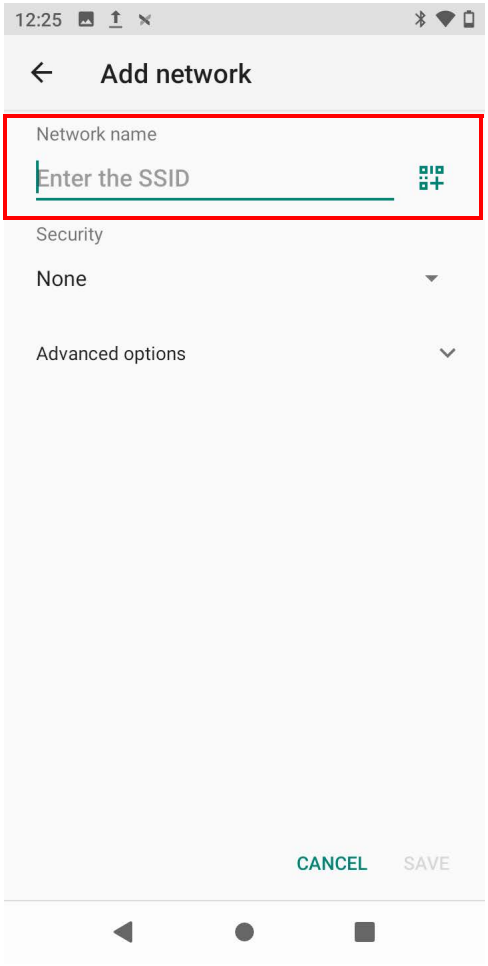
3. Slide the toggle right to enable Wi-Fi.



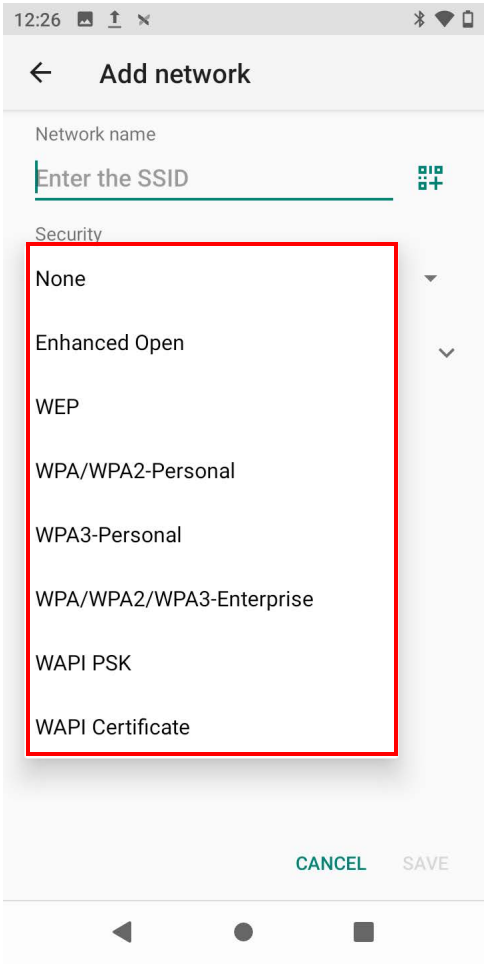
4. Select **[Add network]**.



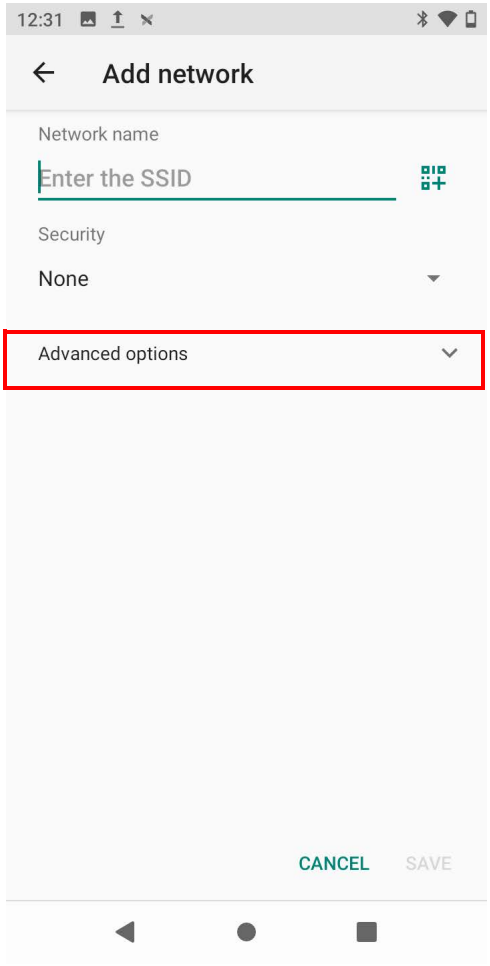
5. Enter the case-sensitive **[Network SSID]** when prompted.



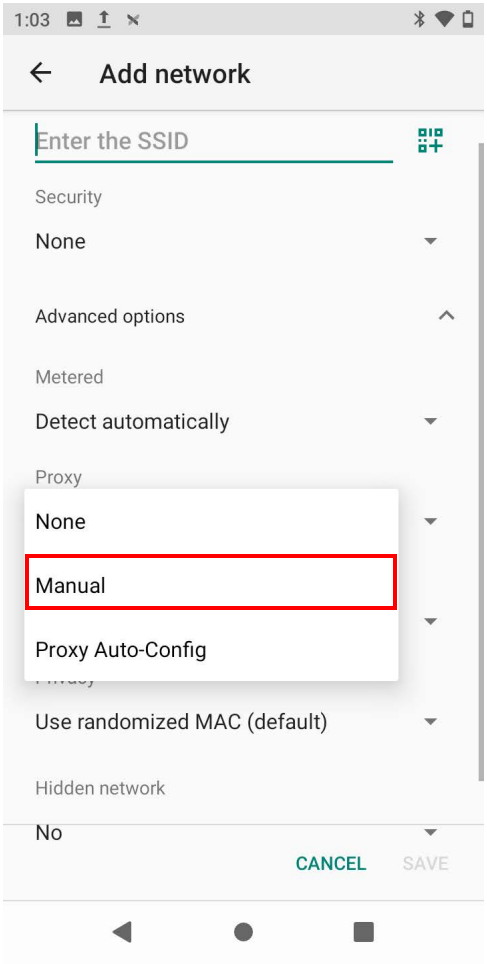
6. Select the security type from the pull-down menu. Selections include Enhanced Open, WEP, WPA/WPA2-Personal, WPA3-Personal, WPA/WPA2/WPA3-Enterprise, WAPI PSK, WAPI Certificate.



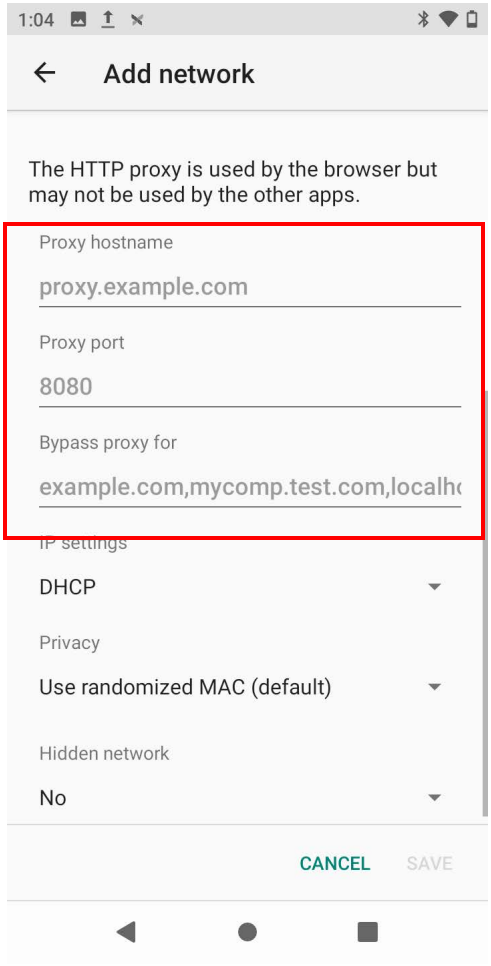
7. Select **[Advanced options]**.



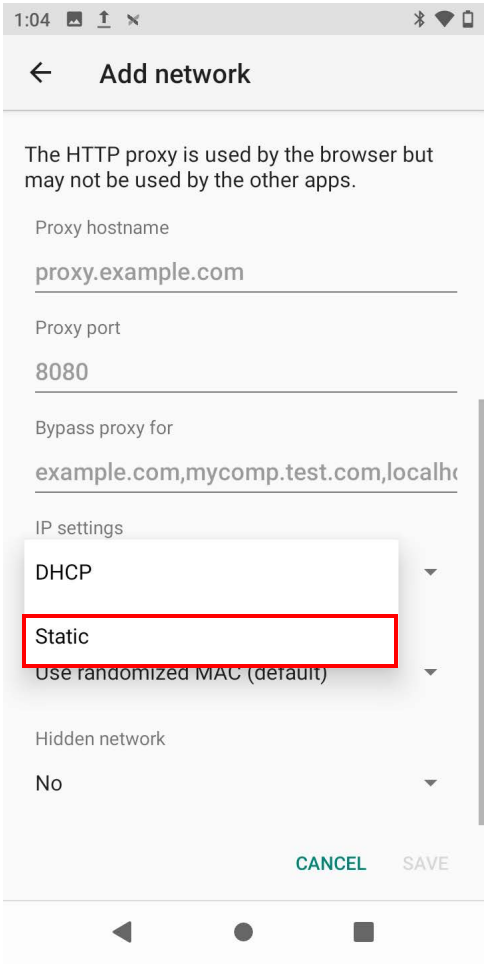
8. Under **[Proxy]**, select **[Manual]**.



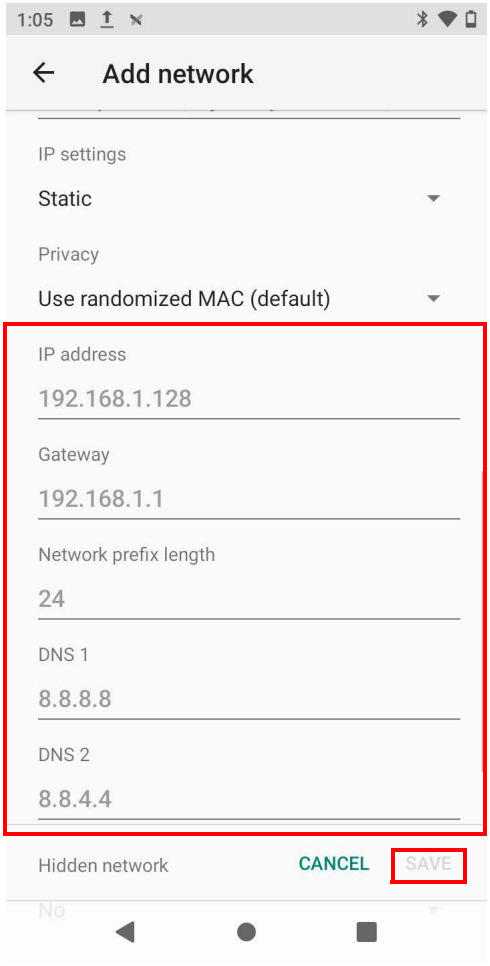
9. Enter the Proxy hostname, Proxy port, and Bypass proxy.



10. Scroll down to IP settings and select **[Static]**.



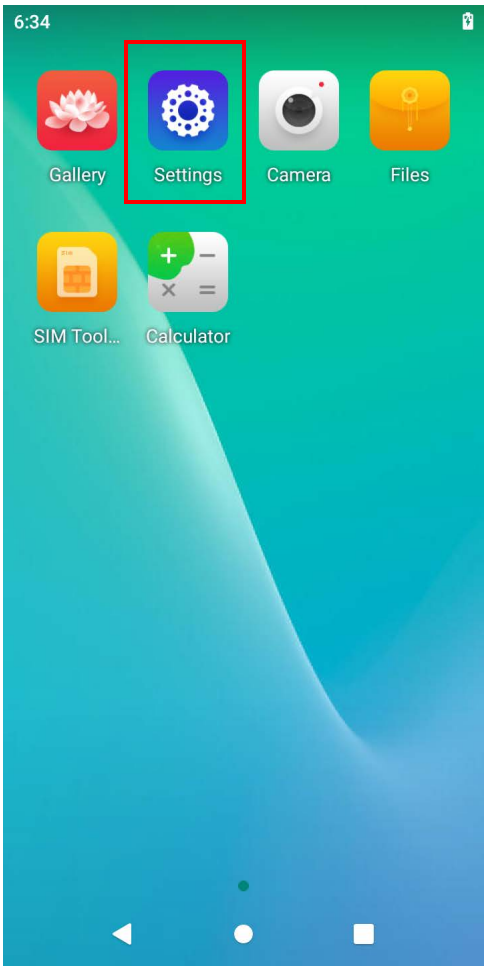
11. Enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2. Once all inputs have been entered, select **[SAVE]**.



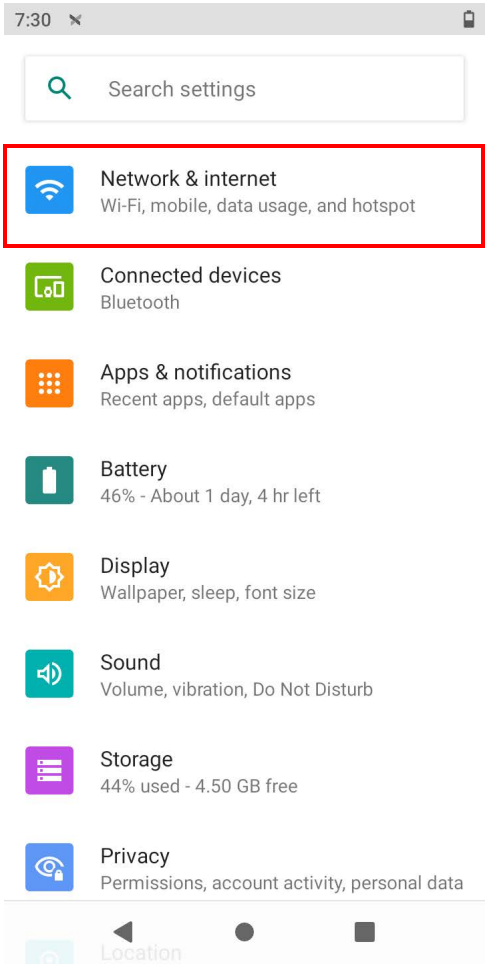
5.5 Cellular

It is optional for the A800 to support cellular communications. Either an AT&T®, Verizon®, or T-Mobile® SIM card is required to support cellular communication. For the terminal to communicate with the host or to download applications, the terminal communications method must be configured properly. Please consult your cellular carrier for additional configuration questions.

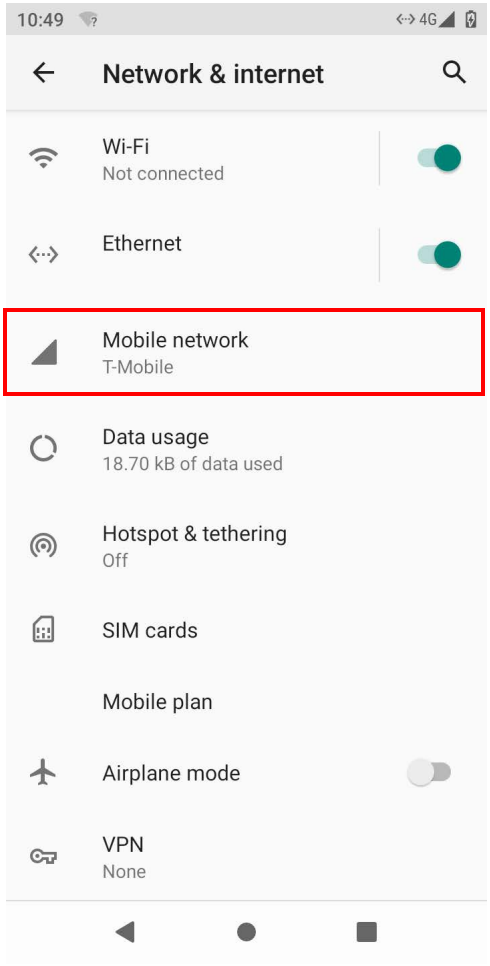
1. Install activated SIM card (T-Mobile is shown as an example).
2. Select **[Settings]**.



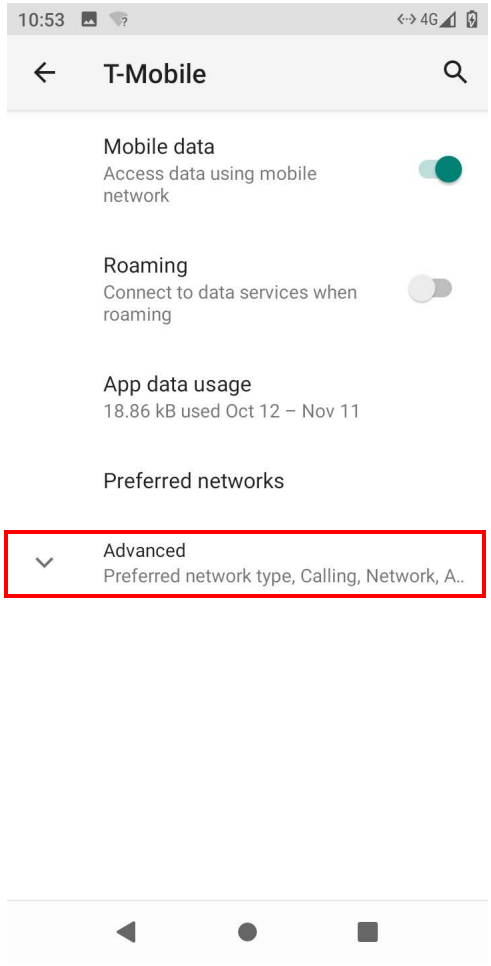
3. Select **[Network & Internet]**.



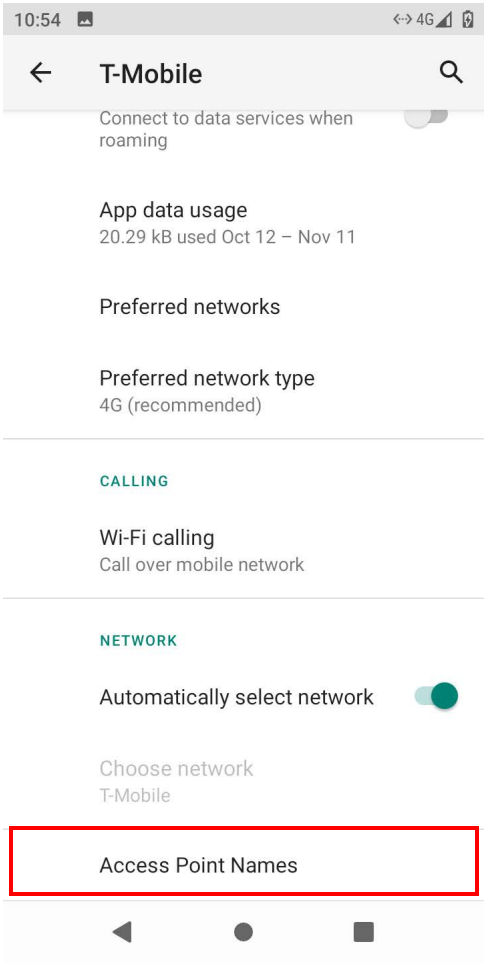
4. Select **[Mobile Network]**.



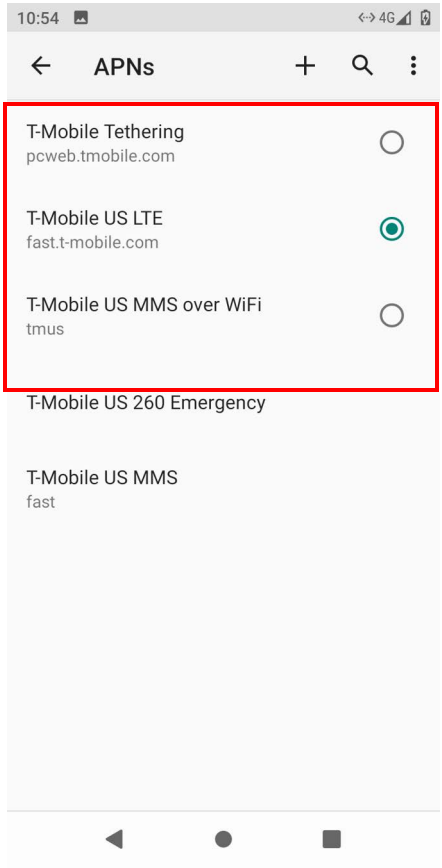
5. Click on **[Advanced]** drop down and scroll up.



6. Select **[Access Point Names]** (APN).



7. Select the network APN to connect.


10:54
4G
APNs
T-Mobile Tethering
pcweb.tmobile.com
T-Mobile US LTE
fast.t-mobile.com
T-Mobile US MMS over WiFi
tmus
T-Mobile US 260 Emergency
T-Mobile US MMS
fast

6. Frequently Asked Questions

This section provides answers to frequently asked questions.

1. Which configurations are supported for countertop and mobile?

Countertop configuration allows the merchant to connect peripherals, such as the scanner. It also enables the device to be able to connect to the Ethernet. Mobile configuration, provides ability to move the device around to process transactions.

2. How many SIM cards that A800 supports?

A800 supports dual SIM.

3. Can I connect a cash drawer to an A800?

A USB cash drawer can be connected to A800 via the equipped USB hub.

4. Can I connect a scanner to the A800?

A USB scanner can be connected to A800 via the equipped USB hub.

5. How do I connect the A800 to Ethernet

With the equipped USB hub, you can connect Ethernet to the hub, A800 will enable the Ethernet connection.

6. Is the A800 battery replaceable?

Yes, the A800 battery is field replaceable. Please see the A800 Ordering Guide for details.

7. What is the paper roll dimensions?

58mm (W) X 40mm (D), 2.28" (W) X 1.57" (D)

8. Can the USB Type-C port on the side of the A800 be used to charge the device?

Yes, but it is not recommended.

9. What does the CM8 Communication Hub do?

It provides 3 USB host ports and a LAN port.

PAX Customer Support

For questions or help with the terminal installation please contact your service provider or PAX customer support.

PAX Technology Inc.
8775 Baypine Rd.
Jacksonville, FL 32256

support@pax.us
(877) 859-0099
www.pax.us

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