

REFUND A SALE TRANSACTION

- The card must be present or card details available to key for refunds
- In the SwipeSimple app, select the side menu button from the upper left corner and select the “Transaction History” option.
- Tap on the transaction you would like to refund.
- Tap on the refund button.
- Select the amount you would like to refund.
- Tap confirm.
- Insert the card used in the original transaction or key in the card details.

STEPS TO ENSURE AUTO BATCHING OCCURS

- Ensure that the terminal is powered on.
- Ensure that the terminal is connected to Wi-Fi or is connected to data using cellular SIM card.
- Ensure that the BroadPOS payment application is running in the background.

Customer Support
800.944.1399

Hours: Monday – Friday 8:00AM – 6:00PM CST

MANUALLY BATCHING

- In the SwipeSimple app, select the side menu button from the upper left corner.
- Select the Current Batch button from the menu.
- Select the “Close Batch” option in the top right to close the batch.
- Depending on your settings selection, the terminal will print out the batch report



Retail

Restaurant



PAX

**Quick Reference Guide for Models:
PAX A80/A920 with SwipeSimple**



Quick Reference Guide for models: PAX A920/A80 with SwipeSimple



POWER UP THE TERMINAL

- Facing the terminal's screen, look for the power symbol on the right side of the terminal. This is the power button for the terminal.
- Push the "Power" button and hold for 2 to 4 seconds
- The PAX startup screen will appear. Wait for the boot to complete.
- On successful startup, the Android home screen will appear.

CONNECT TO WIFI

- From the PAX A920 terminal home screen, select the "Settings" icon.
- You will be prompted for a password. Depending on the device firmware version, enter either 9876 or pax9876@@ as the password and select "OK".
- You will be directed to the Android settings screen. Select the Wi-Fi option.
- A list of available Wi-Fi networks will appear. Select one of the networks that you have access to.
- Enter your Wi-Fi password and select "CONNECT".
- Upon successful authentication, the terminal is connected to the Wi-Fi network.

SELECT & RUN THE BROADPOS PAYMENT APPLICATION

- Select the BroadPOS payment application.
- On selecting the application, the home screen of the application shows up.
- Enable the BroadPOS payment application to run in the background by selecting the circle icon at the bottom of the screen.

LOGGING INTO SWIPESIMPLE THE FIRST TIME

- On the terminal device home screen, select the "SwipeSimple" icon.
- The SwipeSimple login screen appears. Enter the email address associated with your SwipeSimple merchant account and the temporary password provided to you in the SwipeSimple welcome email sent to your email address.
- The SwipeSimple app will now prompt you to reset your password. Upon changing password to a permanent password, you will be redirected to the New Charge screen.

LOGGING INTO SWIPESIMPLE AFTER SETTING A PERMANENT PASSWORD

- On the terminal device home screen, select the SwipeSimple icon.
- The SwipeSimple login screen appears. Enter the Email ID associated with your SwipeSimple merchant account and the permanent password.

VOID A SALE TRANSACTION

- In the SwipeSimple app, select the side menu button from the upper left corner.
- Select the "Transaction History" option.
- A list of all transactions conducted on the terminal shows up.
- Select the sale transaction to be voided.
- Select the "Void" button to void the transaction.
- Confirm the action by tapping "Void".

RUN A SALE TRANSACTION FOR AN ITEM

- On the touchscreen of the PAX A920 hardware terminal, select the "SwipeSimple" icon.
- After logging in, you will see the New Charge screen.
- Select "Items" from the center of the screen display to view items from your Item Catalog.
- Select the item using the touchscreen of the PAX A920 hardware terminal device to add it to your cart.
- Adding items to your cart:
 - Add a Quick Item to your cart by selecting Quick Item and keying in a dollar amount on the touch screen and selecting the plus button on the bottom left
 - Add a regular item to your cart by selecting it from the "Items" list on the touchscreen of the PAX A920 terminal
- After you have finalized adding items, select "Cart" on the touchscreen of the PAX A920 hardware terminal and review your cart.
- Select the Checkout button.
- Select between Cash or Card
- Swipe/Tap/Dip card on the PAX A920 hardware terminal. The app now shows a "PROCESSING" screen upon successful charge, the user is prompted to "REMOVE CARD."
- SwipeSimple now shows the "APPROVED" screen with options to print/email/text receipt, or a "DECLINE" message.