

A920 of TeleCash From Fiserv

Quick start guide



A920	3
Introduction	3
Product scope	3
Terminal A920	3
Datasheet	5
Setup	5
Charging	5
Inserting thermal paper	6
Wi-Fi and LTE	6
Start	7
Start screen	7
Standard payment process	8
Amount entry screen/Interface	9
Reconciliation	9
History	10
Void (Cancellation)	11

A920

Introduction

This is the user manual for the A920 terminal with the TeleCash from Fiserv app (TeleCash app) version 2.03.03.

Product scope

- Terminal A920 4G
- Terminal Charging Cradle A920
- A920 power adapter with power plug and micro-USB cable
- Battery A920
- SIM card LTE500mini
- Manual and safety instructions

Terminal A920

On/off switch

Short press >

Power saving mode

Long press > On/off

5" Full touch display

Smart card reader

Micro USB bushes

2 Buttons for media volume (-/+)

Front camera (0.3 megapixels)

Contactless reader

Magnetic stripe reader





Printer flap lock

Printer flap

Rear camera (5 megapixels including barcode reader for 1D and 2D barcodes)

Contact for charging cradle

Accumulator/Battery

SIM card slot (SIM card must be inserted into slot 1 [left])



Power plug with plugged-in micro-USB cable



Charging cradle



Connected power supply

Datasheet

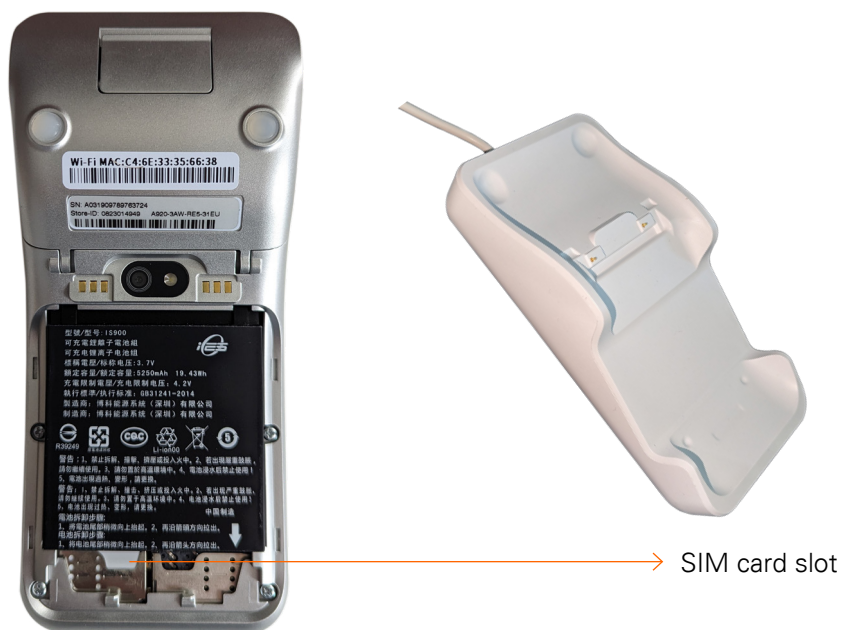
Dimensions (L x W x H)	175.7 x 78 x 55 mm 458 g
Memory	2 GB RAM, 16 GB Flash (expandable up to 32 GB through micro SD)
Printer	Thermal printer paper roll: Ø 40mm
Keyboard	Full Touch Display with situationally adapted keyboard variants 1 x On/Off Button 2 x Shortcuts
Communication/interfaces	Wi-Fi (2.4GHz + 5GHz), Bluetooth 4.0 and 4G 1 Micro USB/OTG, 1 SIM and 2 SAM 1 Micro SD (up to 32GB)
Accumulator	Lithium-ion 5250 mA _H , 3.7V
Power supply	Input: 100~240V AC, 50/60Hz Output: 5.0V DC, 2.0A
Approvals	DK TA7.2/DC POS 3.0, PCI-PTS 5.x

Setup

Charging

Upon unveiling the cover situated on the device’s rear, the SIM card slot can be discerned at the bottom left. Following the placement of the SIM card, the battery can be installed and the cover can be fastened.

The terminal can be powered either through the provided charging cradle or by directly connecting the cable with the terminal. The accompanying USB cable is customarily linked to the underside of the charging dock. The terminal should be stationed on the charging dock while it’s operational until it accomplishes its inaugural full charge. The initial charging span can prolong up to six hours.



Inserting thermal paper

The thermal paper, printed on the back, is inserted at the top of the terminal. The paper tray is situated at the back of the top and can be opened by pulling on the latch (1). The pre-printed paper side (maximum size: 58 mm width, 40 mm diameter) should be loaded as shown in (3). The paper should slightly stick out when inserted.



1. Opening the latch



2. Opening the printer door

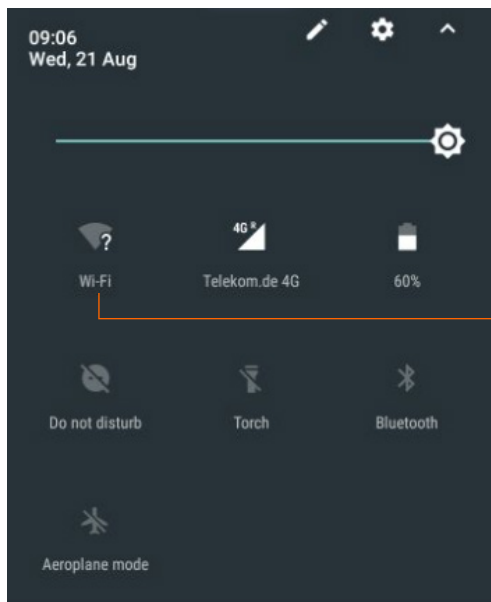


3. Inserting the paper

Wi-Fi and LTE

To ensure the terminal operates correctly, it must establish a connection to the payment host, the download system and the app store. This can be achieved either through the included SIM card or through Wi-Fi (WLAN).

As with all Android devices, the Wi-Fi connection is established through the settings. To do this, the drop-down bar is opened by swiping downwards from the top of the display. By tapping on the Wi-Fi symbol, it can be activated or deactivated. By holding down the icon, the network can be selected and configured.



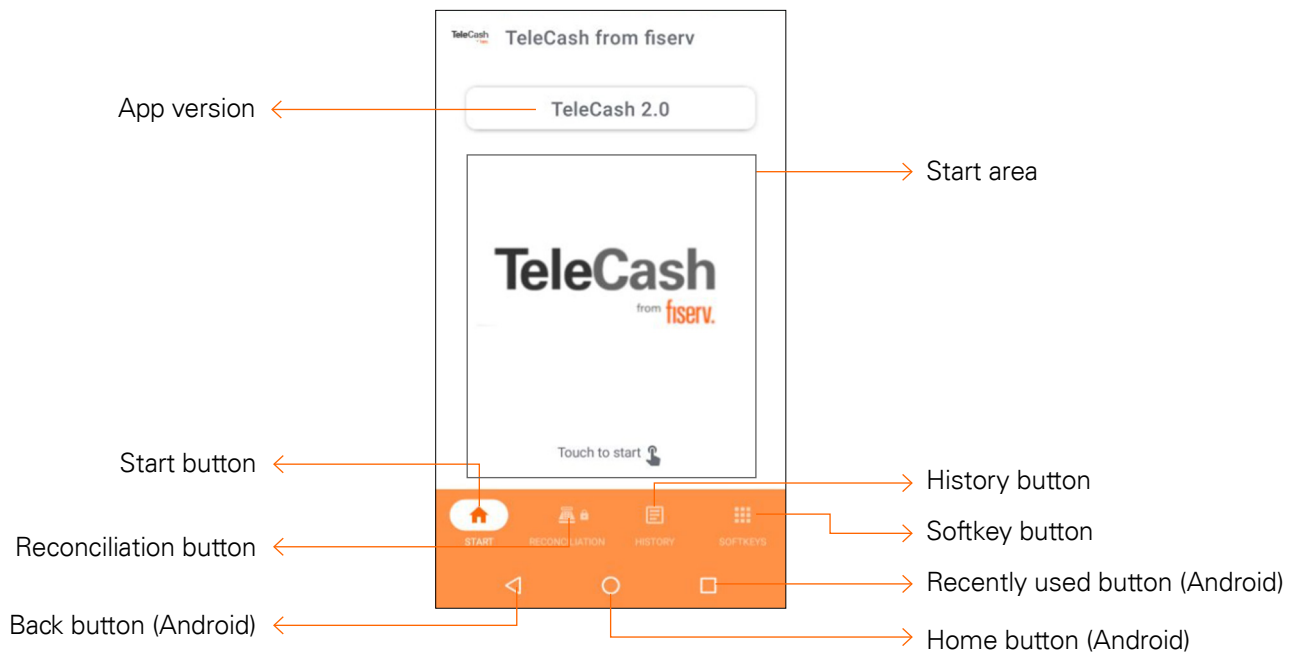
→ Wi-Fi (WLAN)

Start

Upon booting up the terminal, the TeleCash app launches automatically.

If there are additional apps to be installed on the terminal, close the TeleCash app and open the CCVStore.

Start screen







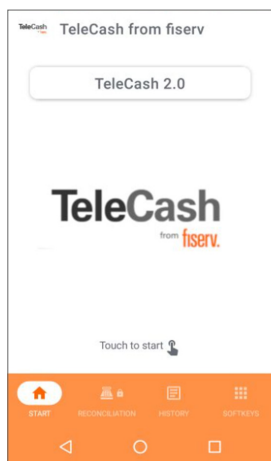
- App version: Displaying the current version of the TeleCash app
- Starting area: Jump to the interface for entering the amount

- Start button: Jump to the home screen/Starting Area of the TeleCash app
- Reconciliation button: Jump to the Reconciliation screen
- History button: Jump to the Transaction history screen
- Softkey button: Jump to more features and services

- Back button: Jump back to the previous screen
- Home button: Jump to Terminal home menu
- Recently used button: Shows the currently launched applications/items

Standard payment process

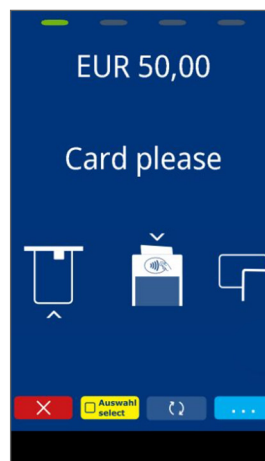
1. The payment process is initiated by tapping on the TeleCash logo or the starting area.
2. The amount to be paid is entered through the numeric keypad. The cent amounts should be entered without a comma. The amount entry is completed by tapping on the green okay button .
3. The payment screen emerges with a request to present a payment card. There are several methods to read the card data with the terminal:
 - a. Insert the chip card, with the chip first, into the terminal from below
 - b. Present the card to the front, marked area through NFC
 - c. Swipe the card with the magnetic stripes through the upper card slot with the magnetic stripe reader (for foreign credit cards)
4. In some cases, the PIN of the payment card must be inputted and confirmed with the green okay button . In other cases, the card owner may have to sign on the bottom or the backside of the receipt once it is printed. Depending on the transaction, these steps may be bypassed.
5. The display confirms the successful payment or presents an error message.
6. The display of the printing process for the merchant receipt.
7. The display shows the printing process for the customer document. In this case, the printing of the customer receipt can be cancelled by tapping the red cross  or the waiting time for the customer receipt can be ended by immediately printing the receipt through pressing the green printer button .
8. The display shows the start screen.



Start screen



Amount input interface

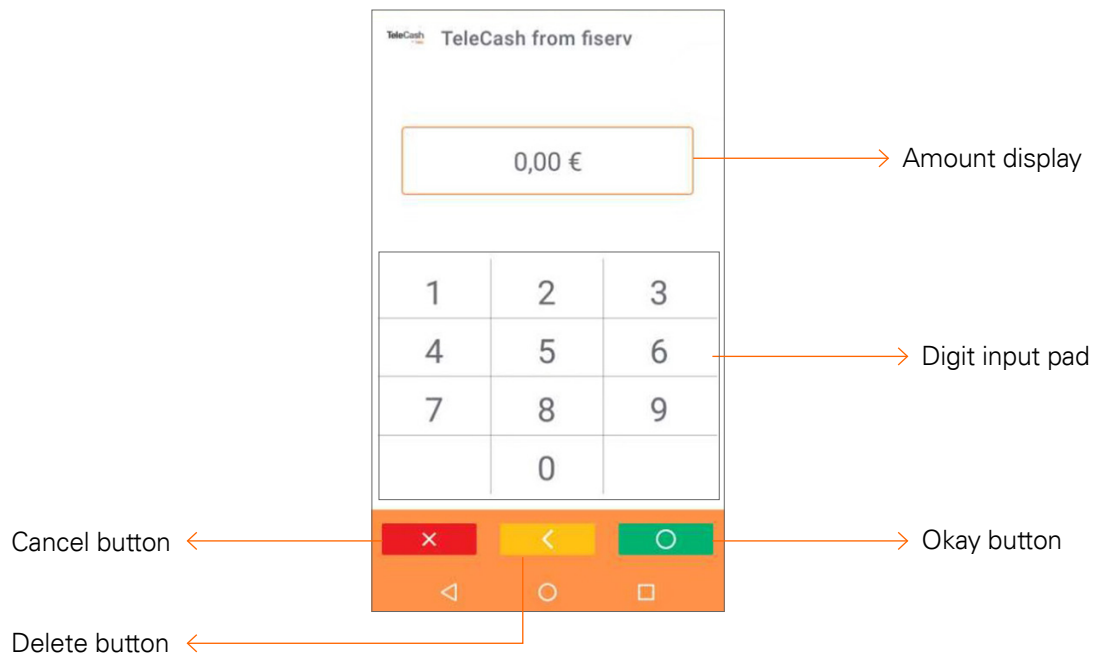


Card prompt



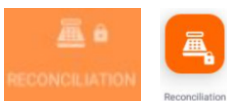
Confirmation




Amount entry screen/interface



- Amount display: Displaying the amount entered
- Digit input pad: Enter keys for entering amounts (without comma)
- Cancel button: Cancels the transaction process
- Delete button: Deletes the last digit
- Okay button: Confirms the input, call up the next screen

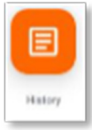
Reconciliation





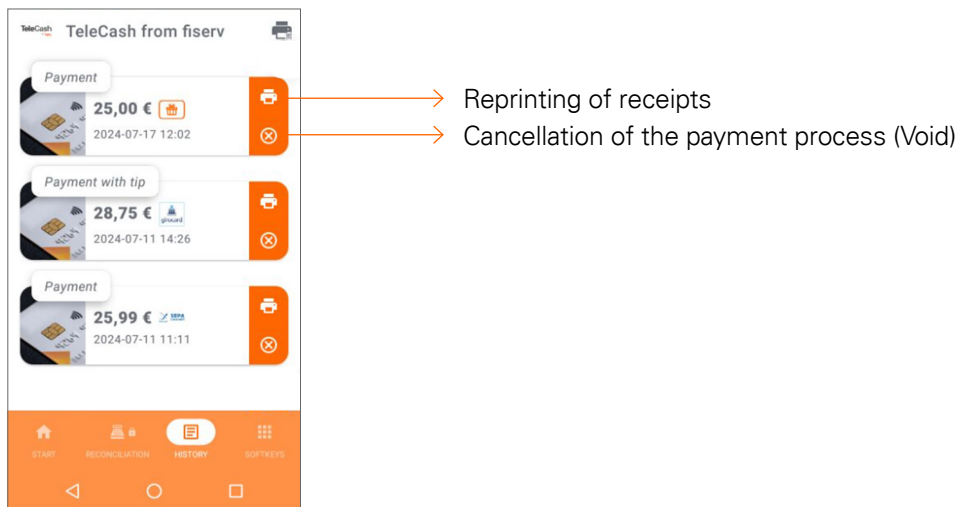
The Reconciliation triggers the money transfer and must therefore be carried out at the end of a day. A Reconciliation is started through the Reconciliation button  on the home page. Alternatively, the Reconciliation button  in the revenue tab by the soft keys  can be used.

The Reconciliation is secured by the cashier password. After entering the password, the execution of the reconciliation must be confirmed. All transactions are finalized and submitted with the transfer of the payment transactions. When the process is finished, the terminal automatically prints a totals receipt and deletes the transaction data from the terminal.

History



With the history button on the home page  or through the Softkeys button  in the revenue tab, the transaction history of the terminal can be viewed. There are options of printing a copy of the receipt or cancelling a transaction for each entry.



All transactions up to and including the last end of the day are listed here.

The listing shows:


- The type of the transaction
- The amount of the transaction
- The payment method of the transaction
- The date (in the format "YYYY-MM-DD")
- The time of the transaction



A cancelled payment transaction is shown as cancelled in grey, with the amount crossed out and in parentheses "cancelled" before the type of transaction.



Void (Cancellation)




To cancel a transaction, the “Void” function can  be selected in the VAS tab. After inputting the cashier’s password, the “Transaction ID” must be entered. The “Transaction ID”, printed as “TA-No.” on the merchant or customer receipt, is required. Upon entering the “Transaction ID”, a card prompt will appear. The terminal must be presented with the card used for the original transaction. Finally, a cancellation receipt is printed for the merchant and for the customer, if required.

Please note that a payment cancellation is only possible if the reconciliation (register cut) has not yet been performed. Alternatively, a cancellation can also be executed through the transaction history. The History button  can be used to search the history for the relevant entry. Then tap the circled X . After entering the cashier’s password, the card prompt will appear.

Connect with us

For more information
about TeleCash:

 +49 (0) 69 331 080 80*

 telecash.de

TeleCash from Fiserv has been offering customized and professional solutions for cashless card payments for over three decades: At the point of sale, in eCommerce for online shops and apps, and even omnichannel solutions. With over 250,000 terminals, TeleCash now operates the payment solution for more than 100,000 customers in a wide range of industries and sales channels.

Other useful functions and explanations can be found in the A920 user manual. This can be found in the TeleCash Download Center on our website: telecash.de/service/downloads

If you have any further questions, please do not hesitate to contact us by email or by phone!

*Regardless of the duration of the call, €0.20 from German landlines and €0.60 from German mobile networks.

First Data GmbH
Marienbader Platz 1
61348 Bad Homburg v. d. Höhe
telecash.de