



## Quick Start Guide

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# Welcome

Thank you for choosing your axept® GO terminal from Optomany.

axept® GO utilises the PAX A920 terminal and is designed to process transactions as quickly as possible utilising a Wi-Fi or cellular connection. This user guide is designed to provide users of axept® GO with everything needed to set-up, register and process transactions.

axept® GO is backed by the Optomany Control Centre (OCC) web portal.

OCC is an online portal providing estate management, transaction reporting and data-analytics tools that work with every product and service in the Optomany portfolio and supports configuration management for axept® GO.

Accessible 24/7, the OCC allows you to view all your transactional data at a summary level or drill down to view more specific information, such as individual transactions or a specific card or payment type, with all reports being available in real-time. You can select from a range of pre-set reports or easily create your own customised versions which can be viewed and downloaded immediately or emailed to you, and your designated users, at a date and time to suit your business needs.

Designed around role-based access authentication methods, within the OCC you can create an unlimited number of users with varied access tailored to your specific requirements.

Should you have any queries on anything in this guide, please do not hesitate to contact Optomany's Customer Support using the details on page 29.

# Unboxing

Before starting to use axept® GO, it is recommended that you take a few moments to check the contents of the box.

Every axept® GO package should include the below:

- ☐ axept® GO Terminal (PAX A920)
- ☐ UK USB AC Adapter
- ☐ USB Charging Cable
- ☐ Thermal Paper Roll (till roll)
- ☐ Quick Start Guide (this document)



## IMPORTANT

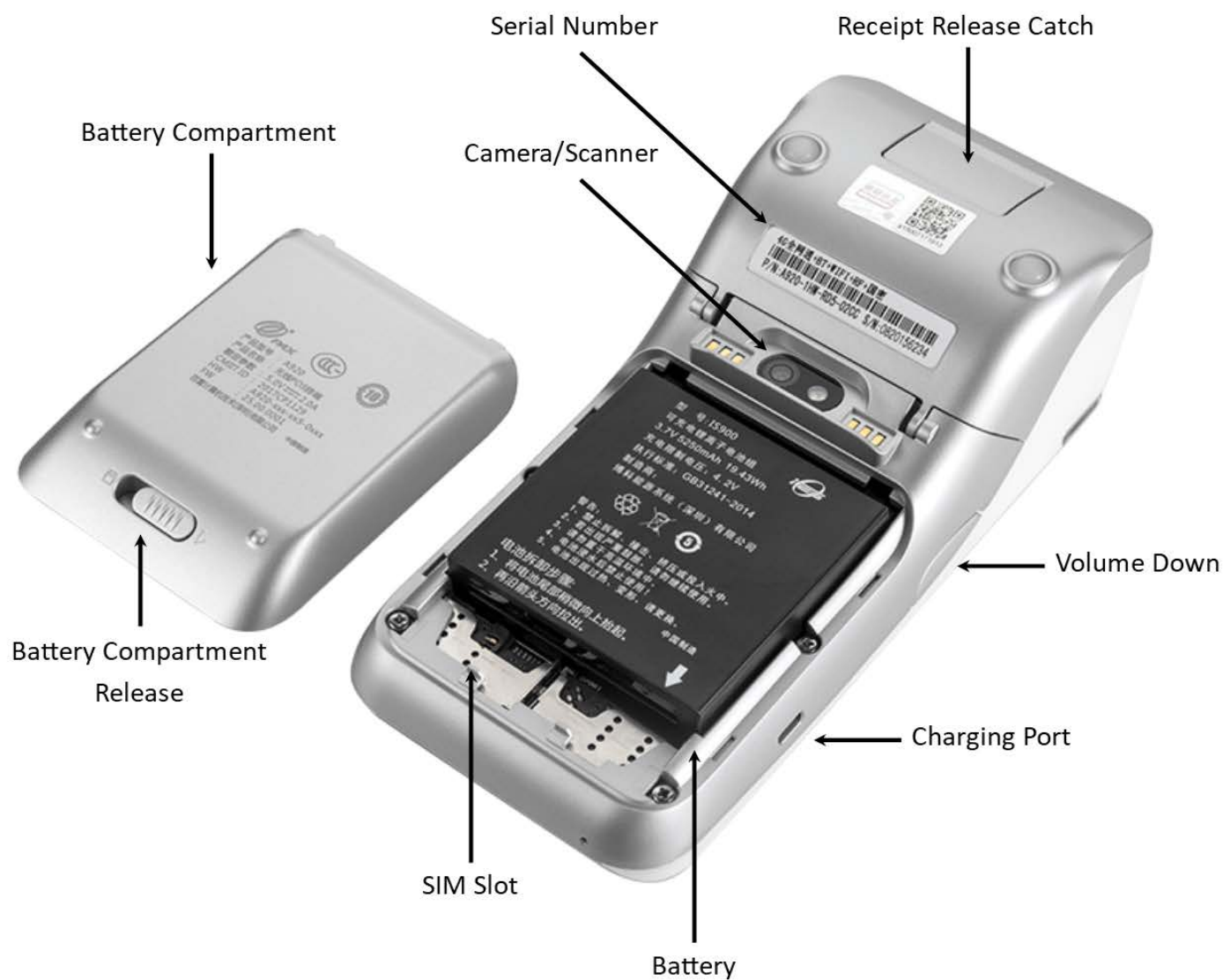
**Please confirm that the tamper bag and terminal serial number match those in the email notification(s) received from Optomany.**

**If anything is missing/damaged or you experience issues during the installation process, please contact Optomany Customer Support using the details on page 29.**

# Terminal Overview

axept® GO utilises the A920 terminal from PAX, an overview of the device is provided below.





# Icon Overview



Battery Fully Charged



Battery Charging



Battery Issue - Contact Support



Wi-Fi Connection Present - Example Shows 75% Signal Strength



Cellular Connection Present - Example Shows 75% Signal Strength



Cellular Connection Present - No Internet Connection Available



No Cellular Connection Present



Contactless Reader



Insert Card



Card Inserted



Number of Stored Transactions



Terminal Connected to PC

# Installing Receipt Roll

Installing the receipt roll in the terminal is a simple process. Firstly, open the terminal's receipt compartment by carefully lifting the release catch.



Once open, place the receipt roll provided into the open compartment with the receipt paper extending from underneath the roll leaving at least 1cm exposed and close the cover.



The receipt roll is then loaded and ready for printing.



# Installing the SIM Card

If the terminal is required to utilise a cellular connection the SIM card will need to be installed and the APN (Access Point Name) details configured to allow the SIM to connect to the internet.

To physically install the SIM please follow the below instructions.



Slide back the cover release catch on the rear of the terminal and remove the battery cover.



Lift the battery at the bottom (by the white arrow) and remove it from the terminal.



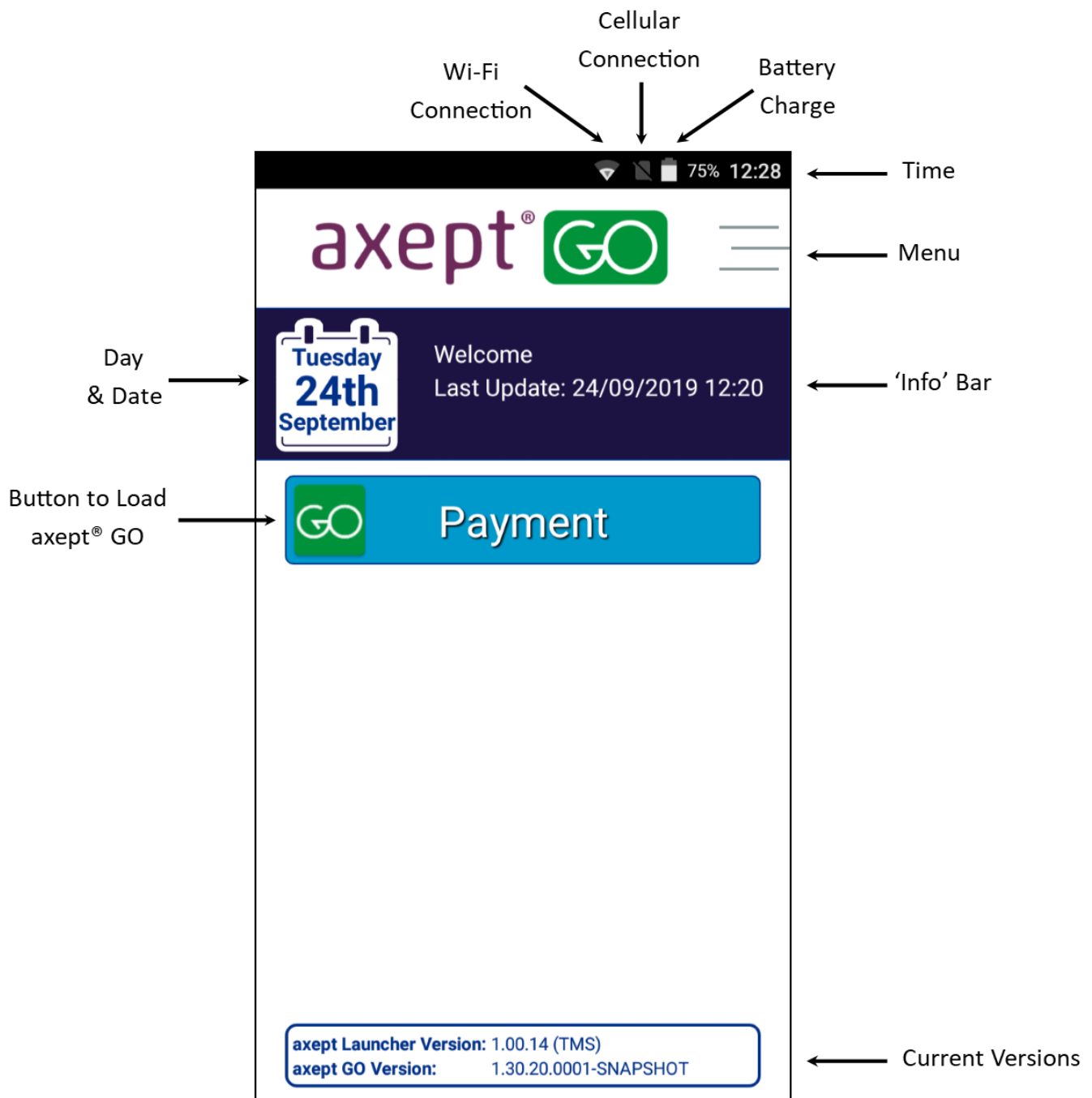
Insert the SIM card in the slot as shown below and left;



Once installed re-insert the battery and replace the cover, locking it in place.

# axept® GO Launcher

When axept® GO completes the start-up process the 'Launcher' will be displayed. The Launcher allows the user to configure items such as the Wi-Fi or cellular settings before loading the main axept® GO application.



# Completing Setup

The following steps are required to complete the setup of your axept® GO terminal. axept® GO supports connections via Wi-Fi and/or cellular (via a SIM).

If your terminal is utilising a cellular connection, please refer to the below instructions. If not, then please continue to page 13 - 'Using Wi-Fi'.

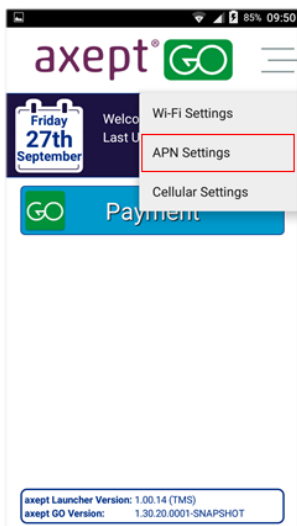
## Using Cellular Connection (SIM)

The SIM setup process is made up of two main stages - the first the configuration of the Access Point Name(s) (APN) used by the SIM and the second optional step is to manually choose the cellular network the SIM should initially connect to.

### Access Point Name (APN) Setup

The SIM requires the APN information in order to establish a connection with the cellular network and in turn provide the internet connectivity.

01




Select the menu icon on the main axept® GO Launcher screen and choose “APN Settings”.

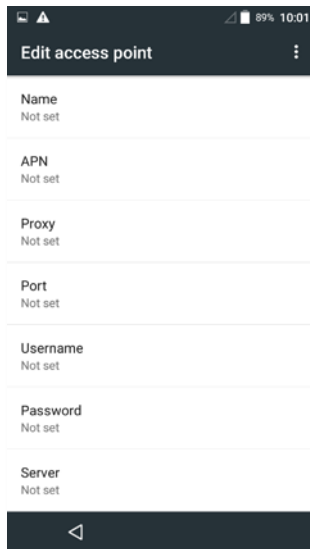
02



The APN menu is then displayed.

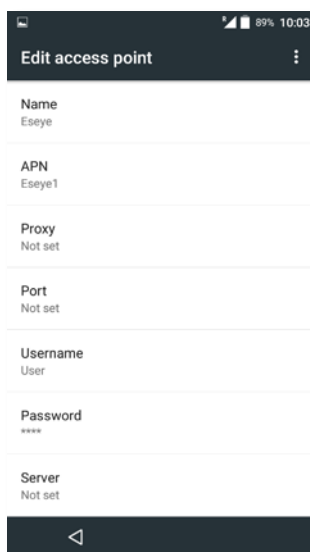
To add a new APN, click the  button at the top of the screen.


03



Set the configuration items as per the advice from your SIM provider.

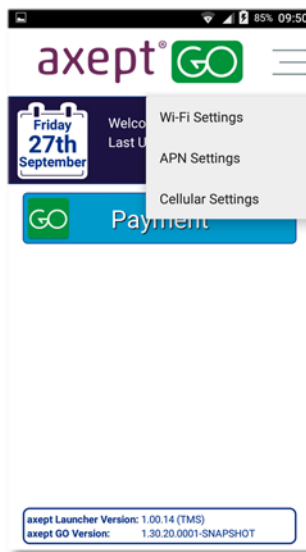
04



Once all details have been added click the  button to return to the axept® GO Launcher.

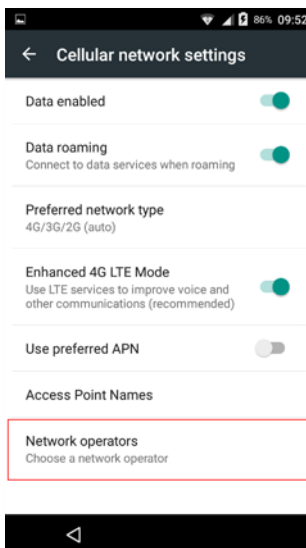
## Selecting the Cellular Network

01



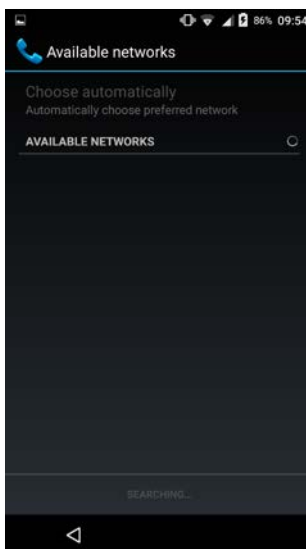
Select the menu icon on the main axept® GO Launcher screen and choose “Cellular Settings”.

02



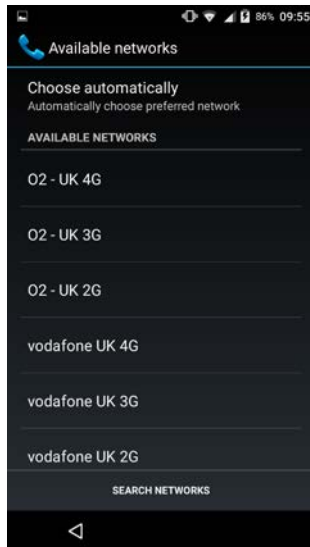
The “Cellular Network Settings” menu will then load, select “Network Operators”.

03



The terminal will then scan for available networks, this process can take a few minutes.

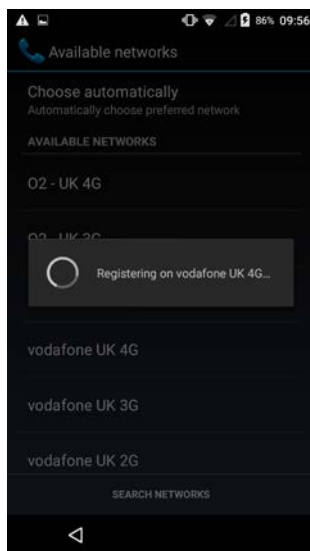
04



Once complete the terminal will display the available networks.

Select the network that you wish to connect to.

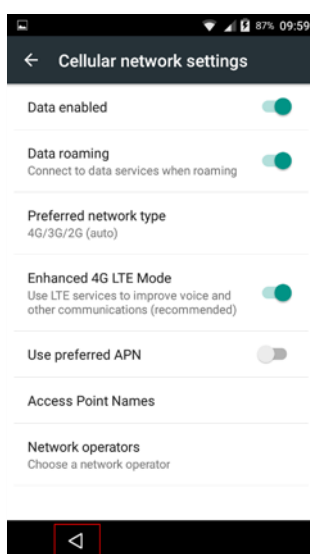
05



The connection will be attempted - if successful the “Cellular Network Settings” menu will be displayed and the connection shown in the header.

If the connection is unsuccessful, please try again or choose another network/band.

06



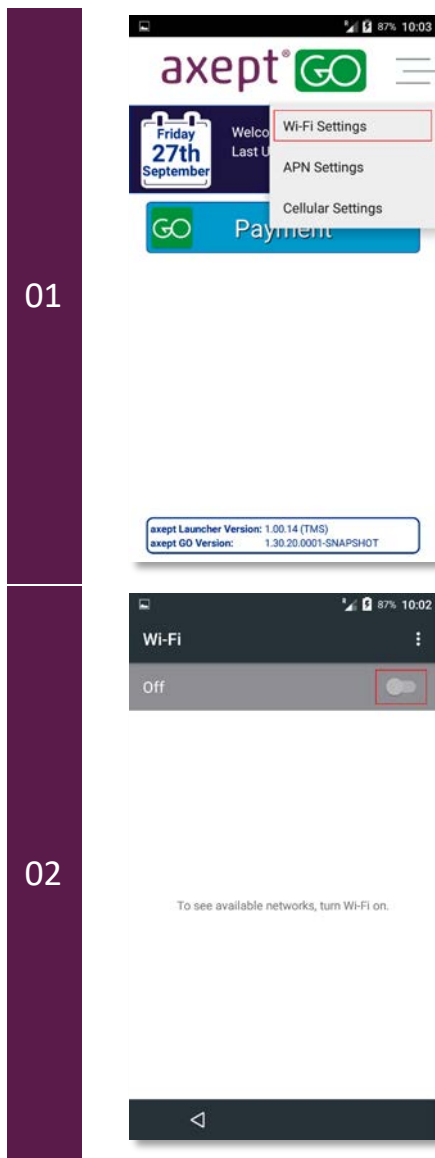
Once connected, press the left arrow at the bottom of the screen to return to the axept® GO Launcher.

# Using Wi-Fi

axept® GO supports connections to both 2.4Ghz and 5Ghz Wi-Fi networks and can be programmed with multiple network configurations for devices that are used in more than one location.

axept® GO will always treat Wi-Fi as the primary connection type where present, with the cellular connection used as backup.

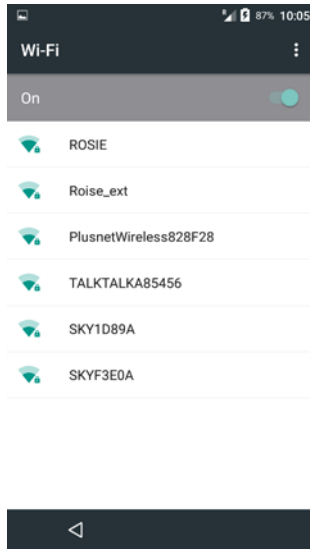
To configure the Wi-Fi connection, follow the below steps.



Select the menu icon on the main axept® GO Launcher screen and choose “Wi-Fi Settings”.

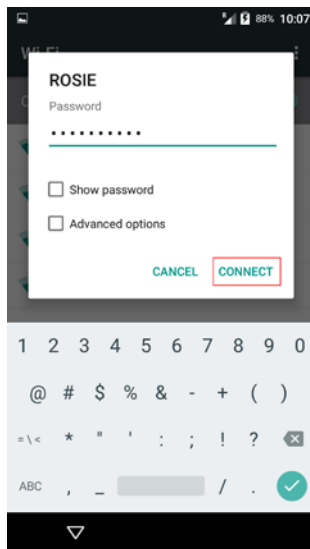
By default, the Wi-Fi module will be disabled as shown by the “off” message in the header bar. To enable Wi-Fi, press the slider on the right-hand side of the screen.

03



The terminal will scan for available networks and after a moment a list will be displayed.

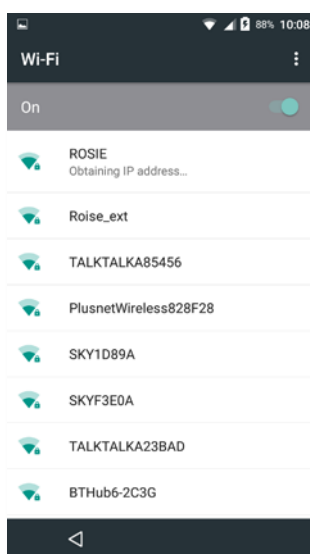
04



Choose the network required and enter the password when prompted.

When complete press “Connect”.

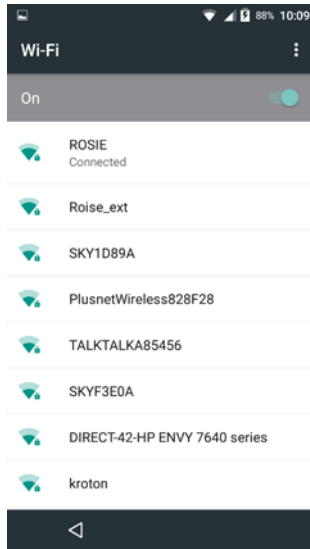
05



The connection process will then start.

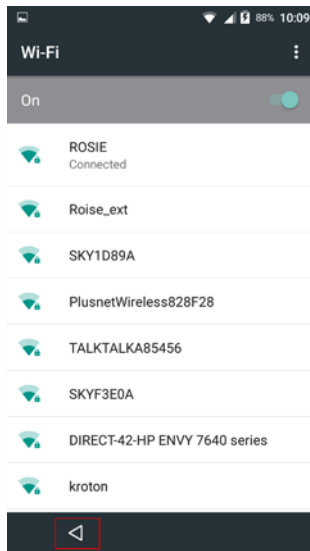


06



After a moment, the terminal will be complete the connection using DHCP and return to the “Wi-Fi” menu showing a status of ‘Connected’ against the chosen network.

07



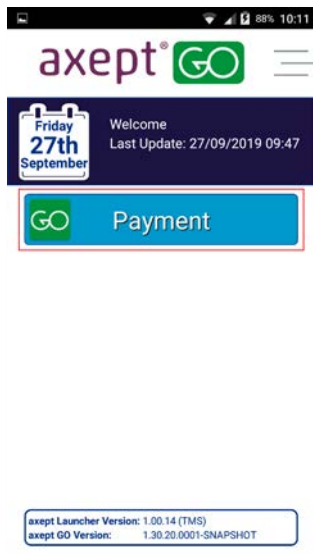
Press the left arrow at the bottom of the screen to return to the axept® GO Launcher.

axept® GO also allows the use of static IP details, if this is required please refer to the full ‘axept® GO User Guide’ for more information.

# Logging On

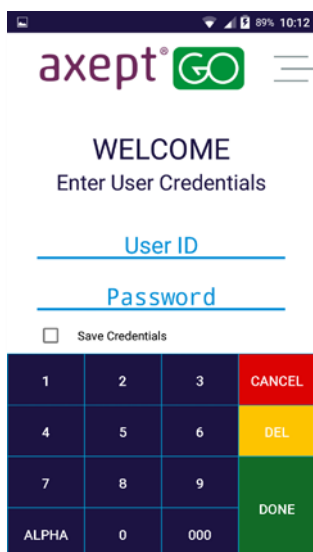
Once the setup has been completed axept® GO is ready for the first logon.

01



Press the “axept® GO” button to load the application.

02



After a moment the login screen will be displayed.

Enter the ‘User ID’ and ‘Password’ supplied via email.

Select Save Credentials to store login details and axept® GO will use them automatically in future.

03



After a moment, the main axept® GO screen will be displayed.

04

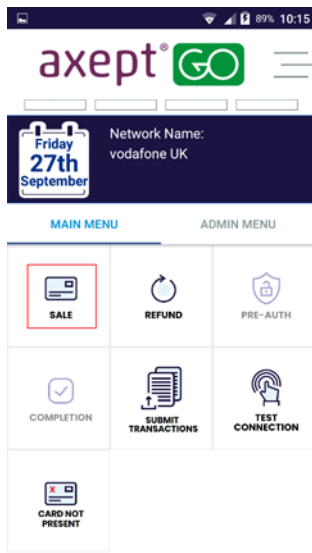



If the details entered during the login are incorrect axept® GO will confirm using the screen shown here before returning to the login screen to re-try.

# Processing Transactions

## Chip & PIN Sale

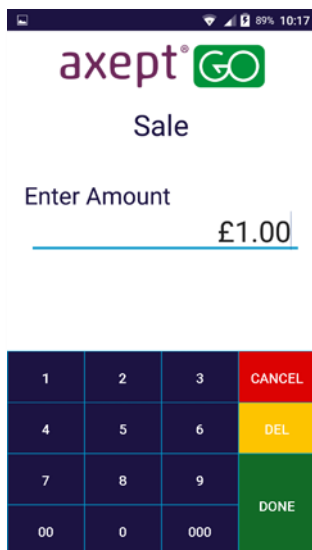
01



Press the  button to start the transaction.

Alternatively, a transaction can be initiated by the insertion of a payment card into the Chip (ICC) card reader at the base of the terminal.

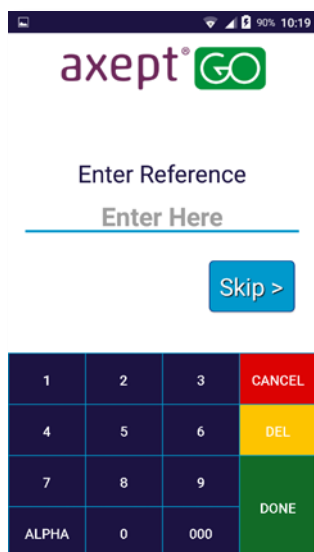
02



Enter the amount of the sale using the onscreen keypad. axept® GO automatically adds the decimal point for you.

Press the  button to continue.

03



If configured to do so, axept GO will prompt for the optional provision of a reference for the transaction.

If a reference is not required press the **Skip >** button.

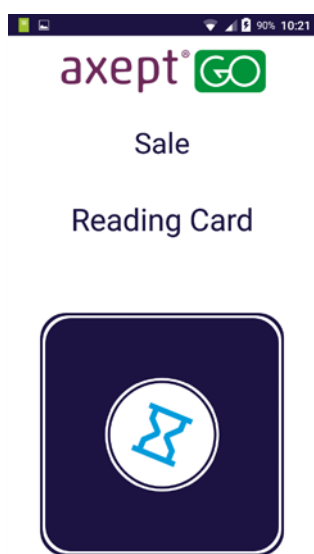
04



If the cardholder's card has previously been inserted, skip to step 05.

Otherwise axept® GO will prompt for the card to be presented.

05



Once the card is inserted axept® GO will read the card.

Please wait and do not remove the card whilst this is in progress.

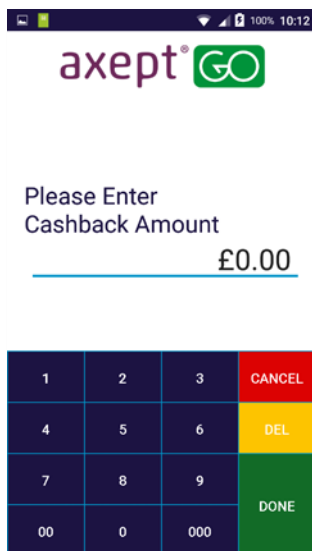
06



If the cashback feature has been enabled and a supporting debit card is presented, axept® GO will prompt for cashback.

If yes, press the YES button. If no press the NO button and skip to step 08.

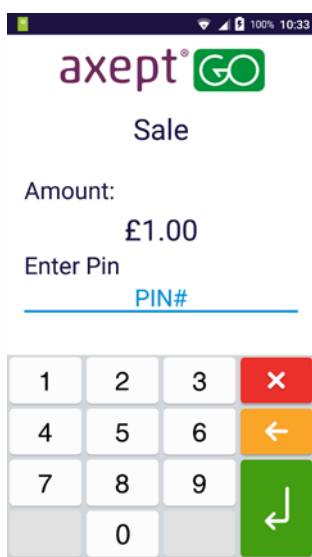
07




If YES was pressed enter the amount of cashback required.

Press the  button to continue.

08



On the Enter PIN screen pass the axept® GO terminal to the cardholder and ask them to enter their PIN.

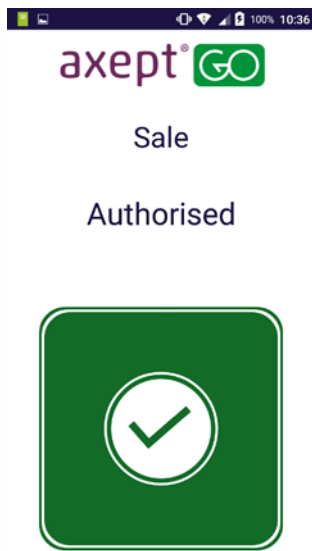
Once the PIN has been entered the  button needs to be pressed.

09



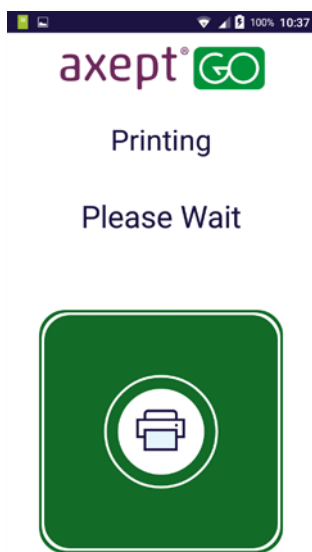
axept® GO will then begin processing the transaction.

10



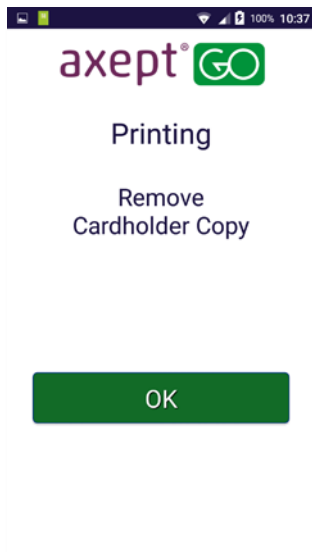
axept® GO will confirm the result of the transaction.

11



axept® GO will then print the cardholder copy of the receipt.

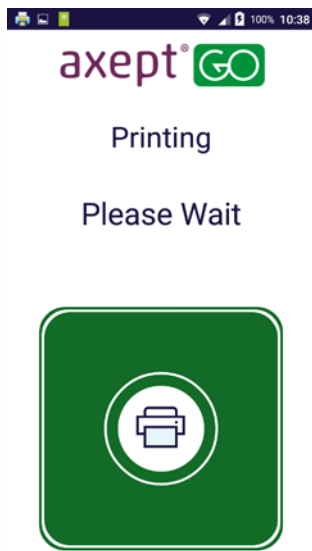
12



axept® GO then prompts the merchant to remove the cardholder copy of the receipt.

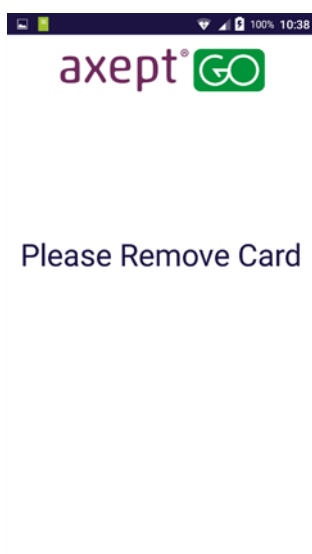
Press OK to continue.

13



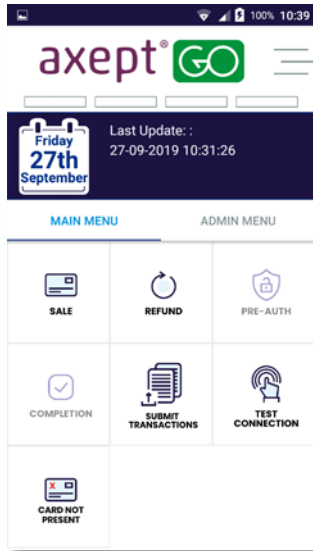
axept® GO then prints the merchant copy.

14



axept® GO then asks for the card to be removed.

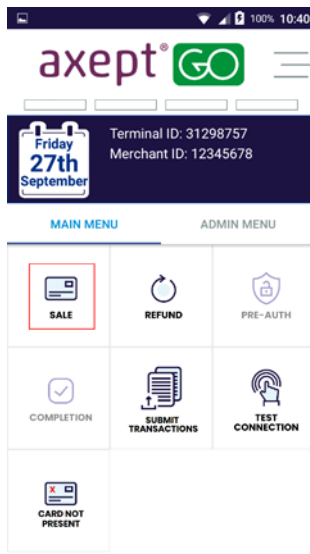




axept® GO then returns to the main menu, ready for the next transaction.

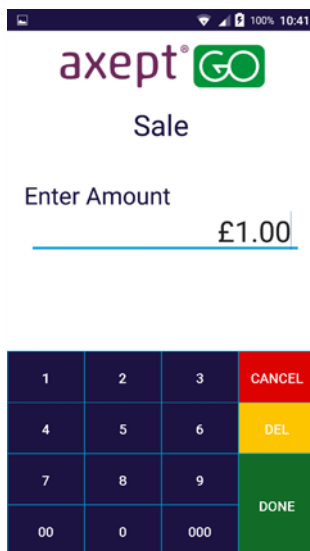
# Contactless Sale

01



Press the  button to start the transaction.

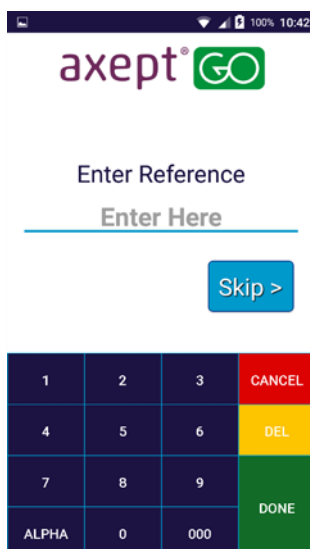
02



Enter the amount of the sale using the onscreen keypad. axept® GO automatically adds the decimal point for you.

Press the  button to continue.

03



If required and configured to be prompted, enter the reference for the transaction.

If a reference is not required press the  button.

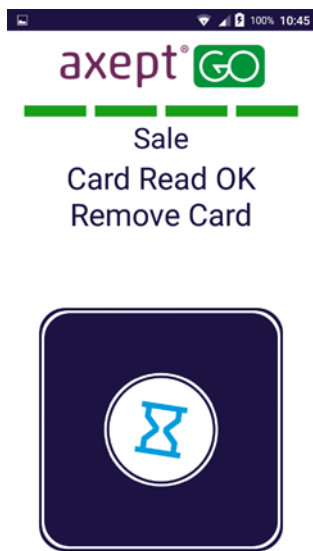
04



axept® GO will prompt for the card to be presented.

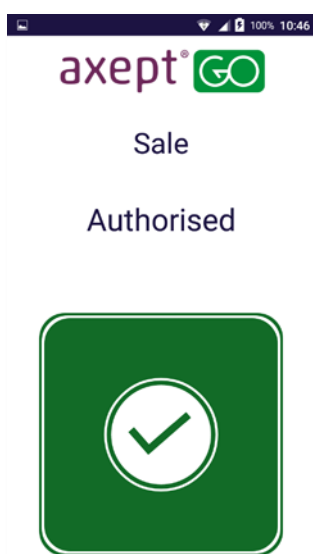
Present the card to the contactless reader on the top of the terminal.

05



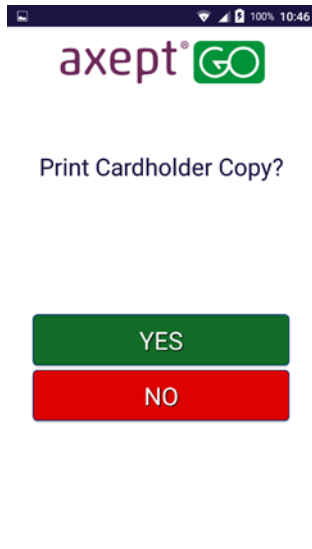
axept® GO then begins processing the transaction.

06



axept® GO will then confirm the result of the transaction.

07

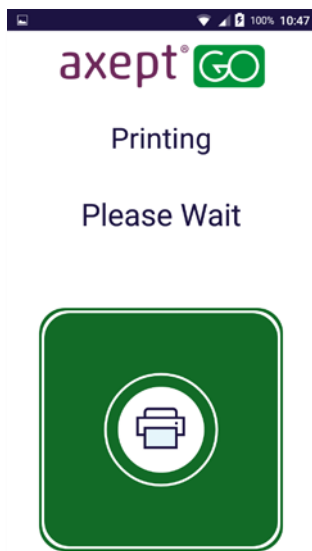


axept® GO then prompts the merchant to confirm whether a cardholder receipt is required.

If one is needed, press YES.

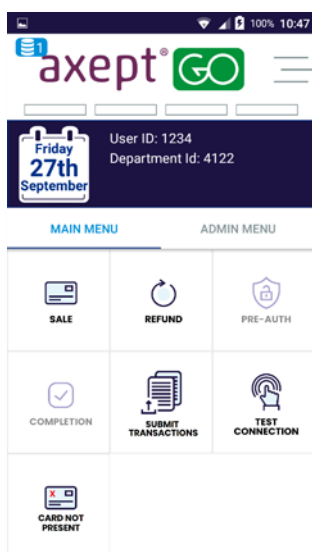
If not needed, press NO.

08



The merchant copy of the receipt is then printed.

09



axept® GO returns to the main menu, ready for the next transaction.



# Contact Details

If you have any questions or require support, please get in touch with us using the details below.

## Customer Support

Phone: +44 (0) 20 8102 8102

Email: [customersupport@optomany.com](mailto:customersupport@optomany.com)

Customer Support Hours are:

Days	Hours Covered
Monday - Saturday	08:00 - 23:00
Sunday and Bank Holidays (excluding Christmas Day)	10:00 - 17:00

Non urgent requests can be emailed to [customersupport@optomany.com](mailto:customersupport@optomany.com).

Emails will be actioned within the business hours of Monday to Friday 09:00 to 17:00. Upon receipt, an Optomany ticket is used to track and record the request detail. A ticket is automatically generated on receipt of an email to [customersupport@optomany.com](mailto:customersupport@optomany.com). A unique reference number is allocated to each ticket - this is automatically notified to the email sender by return email. This unique reference should be quoted in all further emails within the subject line.

Should you need to contact Optomany for something other than support, the details are below.

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Optomany Ltd. Vaughan Chambers 4 Tonbridge Road Maidstone Kent, ME16 8RP	Phone: +44 (0) 20 8102 8000  Email: <a href="mailto:info@optomany.com">info@optomany.com</a>
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