

PAX A80 | Technical Support Guide

Troubleshooting Reference & Frequently Asked Questions — PCI.6 / Android 10 / ETH + BT + WiFi / Camera

DEVICE OVERVIEW

PAX A80 (Android Smart Terminal)

Android 10-based countertop payment terminal with built-in thermal printer, camera (barcode/QR), PIN pad, smart card reader, and NFC contactless. Connects via Ethernet, Wi-Fi, or Bluetooth. PCI PTS 6.x compliant.

Key Specs

OS: Android 10 | Connection: Ethernet, Wi-Fi, Bluetooth
Accepts: Swipe, Chip, Tap/NFC | Camera: Barcode & QR Code
Printer: Built-in thermal — 2¼" x 50 ft paper | PCI PTS 6.x
Admin Password: pax9876@@@ or 9876
Power Off: Hold Red X key | Reboot: power off then on

COMMON ERRORS & SOLUTIONS

Error / Issue	Likely Cause	Solution
Won't Power On	Battery discharged or battery protection sticker on	New device: remove battery, peel protection sticker, reinsert battery, plug in charger. Hold power button to boot. Try different USB/power cable if needed.
Screen Frozen / Black	OS crash or memory issue	Press Power + Volume Down simultaneously, hold several seconds until home screen returns. If unresponsive, hold power button 10+ seconds for hard reset.
No Ethernet Connection	Cable unplugged or wrong LAN settings	Confirm Ethernet cable is in the bottom LAN port. Settings > password pax9876@@@ > Wireless & Networks > Ethernet > toggle On. Set DHCP or enter static IP.
No Wi-Fi Connection	Wi-Fi disabled or wrong credentials	Settings > pax9876@@@ > Network & Internet > Wi-Fi > toggle On. Select network, enter password, tap CONNECT. Use 'Show password' to verify entry.
"Communication Error"	IP mismatch, wrong protocol, or firewall block	Verify terminal IP matches POS settings. Confirm comm protocol is TCP/IP / LAN. Check that firewall allows outbound payment traffic. Reboot both terminal and router.
Receipt Not Printing	Paper loaded backwards, out of paper, or permission error	Open paper door on back of terminal. Remove roll and reload with paper feeding from TOP of roll. Pull ~3" of paper out, close door firmly. Check app Permissions if error persists.
Blank Receipts (No Print)	Thermal paper loaded backwards	Open rear paper door. Remove roll, flip it so paper feeds from top. Correct thermal side should face the print head. Reinsert and close cover.
Transaction Declined	Card issuer decline or terminal ID error	Try a different card. If Terminal ID error appears, call your processor — TIDS cannot be set via email. Contact 855-465-9999 for merchant ID issues.
Contactless/NFC Fails	NFC module not configured or tap amount limit	In Settings > Misc > Peripheral Features > Contactless Module > set to Internal. Default limit is \$100 for contactless — insert chip for higher amounts.
Tamper / Security Lock	Terminal dropped, physically tampered, or bad battery	Device locked for PCI security — cannot be fixed by user. Must be sent to RMA for repair. Call 855-465-9999 immediately. Do not attempt to open device.
Incorrect Payment Device Error	Payment device setting mismatch in app	Press OK to clear. Go to ☰ menu > Settings > Payment Device. Select the correct terminal from the list. If unsure, call support.

Error / Issue	Likely Cause	Solution
Batch Close Error	Settlement failed	Contact merchant processor to force batch through. Do NOT purge the batch. Call 855-465-9999 if issue is unresolved.
"NPM" on Screen	No Paper Mode — paper missing or not loaded	Insert paper roll properly. If you dismiss NPM, terminal will process transactions without printing receipts — only do this intentionally.

FREQUENTLY ASKED QUESTIONS

Question	Answer
How do I reboot the PAX A80?	Press and hold the Red X key to power off. Once off, press the power button to restart. Allow 1–2 minutes for full Android boot.
What is the admin password?	The Android Settings password is pax9876@@ (or simply 9876 in some configurations). The payment app password may differ — check with your processor.
How do I load receipt paper?	Open the paper door on the BACK of the terminal. Remove any existing roll. Insert new 2¼" roll with paper feeding from the TOP. Pull ~3 inches of paper out, then close the door firmly.
What payment types are accepted?	Magnetic stripe, EMV chip, NFC/contactless, and barcode/QR code via the built-in camera. Supports Apple Pay, Google Pay, Samsung Pay, and standard card brands.
Where is the serial number?	Found in Android Settings > About Device, or on the label on the bottom of the terminal. Have the SN and Merchant ID ready when calling support.
Why is my batch not settling?	Run Batch Close from the FUNC menu. If it fails, your processor needs to force the batch. Call 855-465-9999 or your processor's support line immediately.
Is the A80 PCI compliant?	Yes — PCI PTS 6.x certified. Uses Android security architecture with PAX payment encryption layer for full PCI DSS compliance.

QUICK TIPS & BEST PRACTICES

Printer & Paper

Always load thermal paper with the shiny/coated side facing the print head (feeds from TOP of roll). Use 2¼" x 50 ft paper only. Store paper away from heat.

Network Setup

Ethernet provides the most reliable connection for countertop use. Assign a static or DHCP-reserved IP address to avoid IP conflicts. Confirm firewall allows outbound payment traffic.

Security & RMA

If terminal locks due to tamper detection, stop using it immediately. RMA repair is required — do not attempt to open the device. Keep in a secure, visible location at all times.

TECHNICAL SUPPORT CONTACT INFORMATION

Technical Support Line
855-465-9999

Before Calling — Have Ready:

- Hardware Serial Number (HSN/SN)
- Merchant ID / Account Number
- Error message & time it occurred
- Firmware version (Admin/Settings menu)

Security tamper alerts ("Alert Irruption!" / "Unauthorized") = stop use immediately, device must be replaced. Call 855-465-9999.