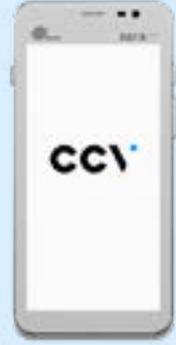


CCV
is now part of
fiserv.

PAX Manual

A77



A920



A80 + A35



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1. Before you get started

1.1 Placement requirements

Make sure you set up the payment terminal in such a way that the customer has sufficient privacy when entering the PIN. In this way, it should be impossible for third parties to see the PIN.

1.2 User instructions

Not only CCV and the banks have to comply with the guidelines of Betaalvereniging Nederland. You too, of course, ensure that your customer can shop and pay as safely as possible. Betaalvereniging Nederland is the body that focuses on the safety of electronic payment transactions.

- Make sure the payment card remains visible to the customer at all times.
- The customer must insert the payment card himself
- Show how to enter the payment card if the customer cannot do it himself.

1.3 Environmental factors

Environmental factors can affect the operation of equipment. Your payment terminal works best under the following conditions:

- The ambient temperature is between 0°C and 40°C.
- Relative humidity is between 5% and 90%.

Avoid



Shocks and vibrations.



Water and moisture.



Oil and dirt.



Direct sunlight or heat.



Dust.



Objects causing excessive current fluctuations and/or electromagnetic fields.



Excessive heat.

Be careful



Use only the original power supply, USB cable and accessories.



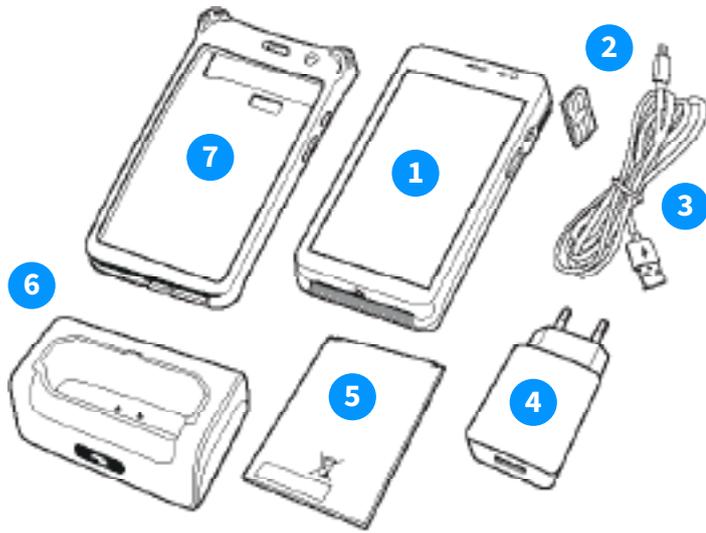
Keep the payment terminal and connector dry and clean.



Properly protect the payment terminal in special environments.

2. What's in the box?

2.1 CCV Compact A77

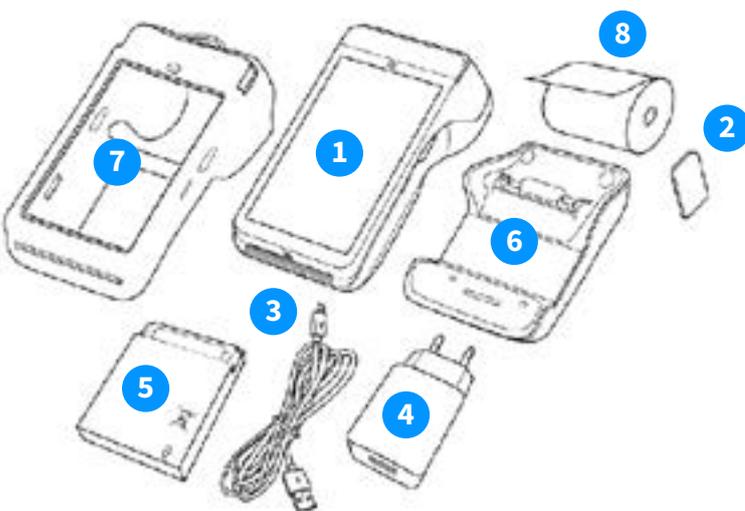


- 1 A77 POS terminal
- 2 SIM Card (1)
- 3 Power cable (USB)
- 4 USB charger
- 5 Batterie (1)
- 6 Docking Station (2)
- 7 Case (2)

(1) We have already inserted the battery and SIM card for your convenience.

(2) Whether these are included in the box depends on your choice of additional accessories when ordering this product.

2.2 CCV Mobile A920



- 1 A920 POS terminal
- 2 SIM Card (1)
- 3 Power cable (USB)
- 4 USB charger
- 5 Batterie (1)
- 6 Docking Station (2)
- 7 Case (2)
- 8 Printroll (1)

(1) We have already inserted the battery, SIM card and pin roll for your convenience.

(2) Whether these are included in the box depends on your choice of additional accessories when ordering this product.

2.3 CCV Duo Base A80-A35



- 1 A80 - merchant section
- 2 A35 - customer section
- 3 3-in-1 connection cable (*)
- 4 Printroll (*)
- 5 Network cable
- 6 Adapter for 3-in-1 cable
- 7 Power cable adapter

(*) We have already inserted the connection cable and pin roller for your convenience.

3. Connecting and using the payment terminal

3.1 Power on / off your CCV Compact A77 and CCV Mobile A920

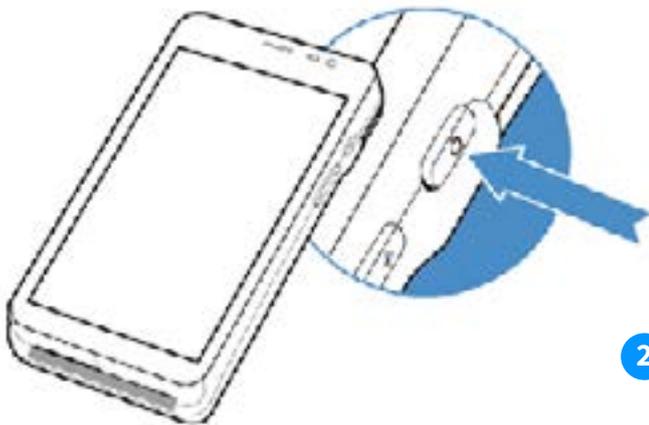
A77 en A920 power on

Press and hold the power button (1) for 3-5 seconds. The display's illumination jumps on and the device starts up.

A77 en A920 power off

Press and hold the power button (1) until the shutdown menu (2) appears. In the shutdown menu, click switch off.

1 A77



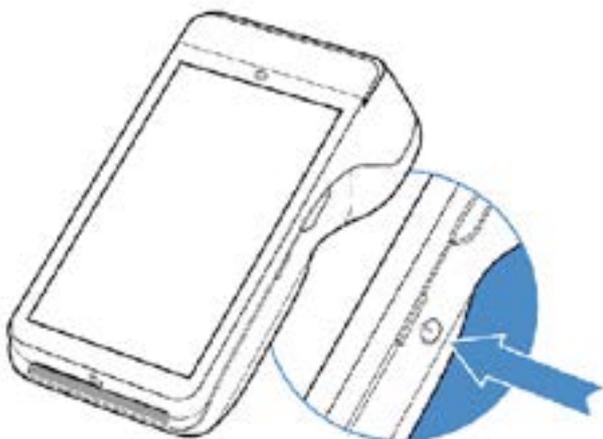
2



3



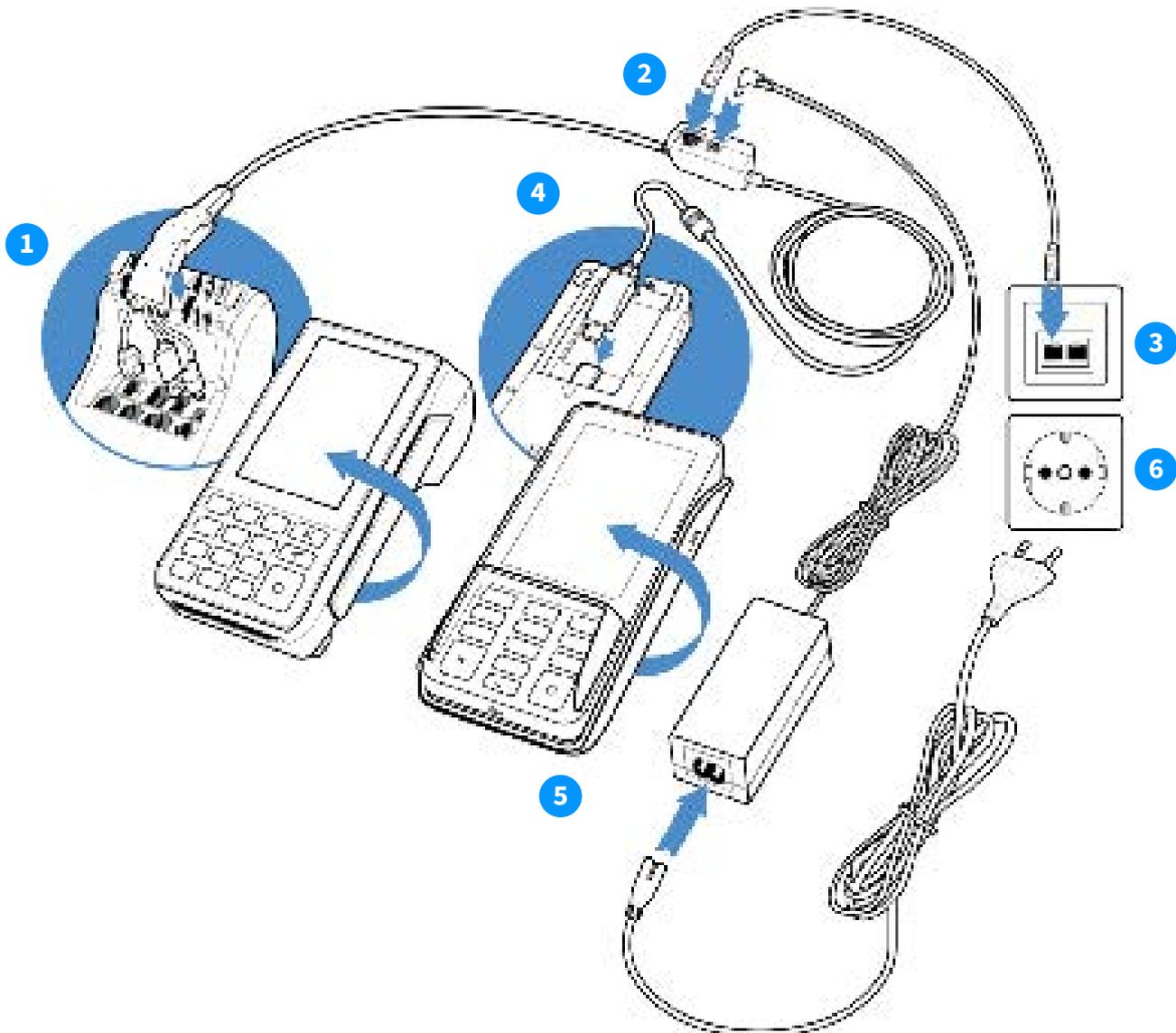
1 A920



3.2 Connecting and powering on your CCV Duo Base A80-A35

To connect your payment terminal, follow the steps below.

- 1 Nice and easy, we have already connected the 3-in-1 cable for you in the device.
- 2 Connect the network cable and the adapter for the 3-in-1 cable to the centre block (dongle) of the 3-in-1 cable.
- 3 Connect the network cable to the internet source. This can be done directly on the modem or through an internet port connected to the modem.
- 4 We have already connected the micro USB cable to the A35 for you.
- 5 Connect the power cable to the adapter.
- 6 All cables are properly connected? Then plug in the payment terminal.
- 7 The payment terminal will be started automatically.

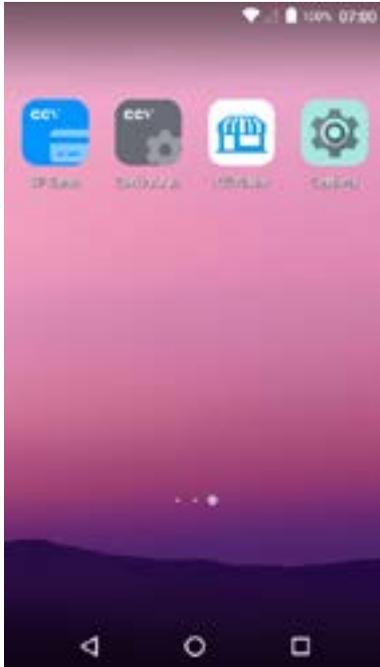


When disconnecting the cables, always do so at the middle block (dongle) of the 3-in-1 cable or at the socket. Cables at the back of the A80 and A35 should remain in place!

3.4 Navigation bar

Once your payment terminal is booted up, you will enter the terminal's main menu. Since your terminal uses Android, you will find some standard Android apps on your device.

You open the app you need by clicking its icon on the touchscreen.



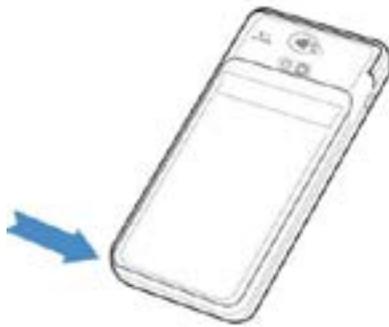
You use the icons in the navigation bar at the bottom of the screen to switch between apps.

- Use the triangle to navigate back to the previous screen.
- You use the circle to navigate to the home screen.
- The square gives you an overview of all active apps.

3.5 Inserting SIM card and battery A77 / A920

Your payment terminal comes with a SIM card already inserted. You can immediately proceed with the activation of your CCV Compact A77 or CCV Mobile A920. Would you like to insert a SIM card in your terminal yourself? Then follow the steps below.

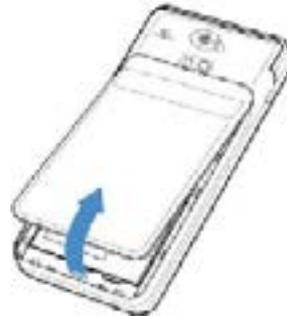
CCV Compact A77



1

Open battery cover

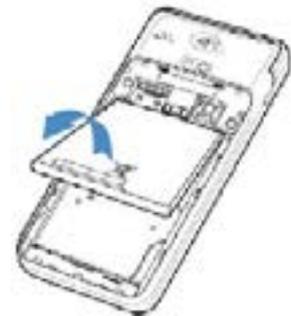
At the bottom left by the notch, Pull the battery cover upwards. You can gently pull up the battery cover at the corner.



2

Remove battery cover

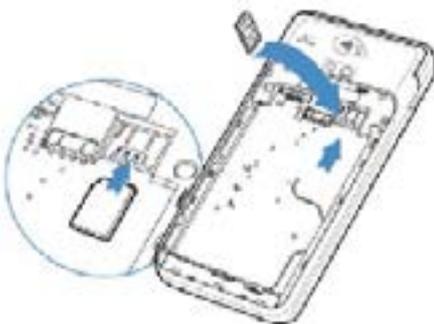
now lift it out of the dispenser. At this point, the battery can be seen.



3

Battery removal

Lift the battery from the bottom of the device.



4

Inserting a micro SIM card

Insert the SIM card into the device. Make sure the chip is pointing down and the notch is on the top left, as shown in the picture. On the bottom plate of the machine, you will see 2 small icons: SIM1 and TF. These icons refer to the 2 openings found in this corner. The opening for your SIM card is the bottom opening. Slide the SIM card into the SIM1 opening, i.e. under the silver bracket, with the chip facing down. Push the card until it cannot go any further, it will be almost completely covered by the little clasp.



5

Battery installation

Reinsert the battery.



6

Battery cover installation

Replace the battery cover by snapping the top first and then the bottom. This will prevent the ends at the top from breaking off and the cover from sealing the device sufficiently.

CCV Mobile A920



1

Open battery cover

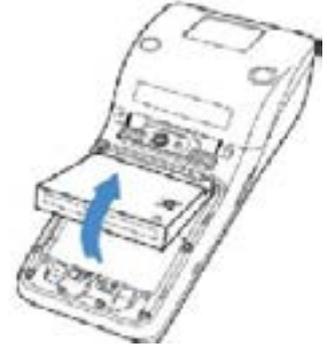
Push the slider of the battery cover to the left ringing it ►.



2

Remove battery cover

Pull the battery cover upwards. You can now lift it out of the dispenser. At this point, the battery can be seen.



3

Battery removal

Lift the battery from the bottom of the device.

4

Inserting a micro SIM card

Insert the SIM card into the device. Make sure the chip is pointing down and the notch is on the top left, as shown in the picture. On the bottom plate of the machine, you will see 2 small icons: SIM1 and TF. These icons refer to the 2 openings found in this corner. The opening for your SIM card is the bottom opening. Slide the SIM card into the SIM1 opening, i.e. under the silver bracket, with the chip facing down. Push the card until it cannot go any further, it will be almost completely covered by the little clasp.



5

Battery installation

Reinsert the battery.



6

Battery cover installation

Replace the battery cover by snapping the top first and then the bottom. This will prevent the ends at the top from breaking off and the cover from sealing the device sufficiently.



7

Close battery cover

Move the slider at the bottom of the dispenser to the left to close the battery door.

4. Terminal Ethernet Connection

4.1 WiFi Setup for CCV Compact A77 and Mobile A920

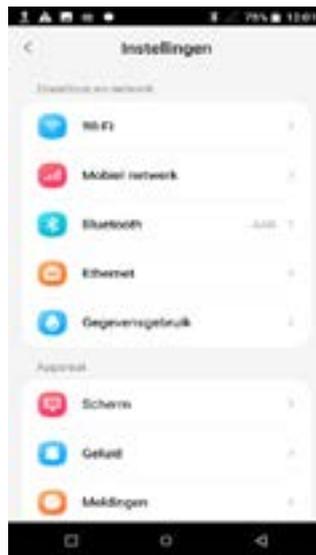
The payment terminal connects to the GPRS network using the built-in SIM card. For the best connectivity, also connect it to your business's WiFi network.

To connect the terminal to WiFi, open the Settings app on the device and follow the prompts.



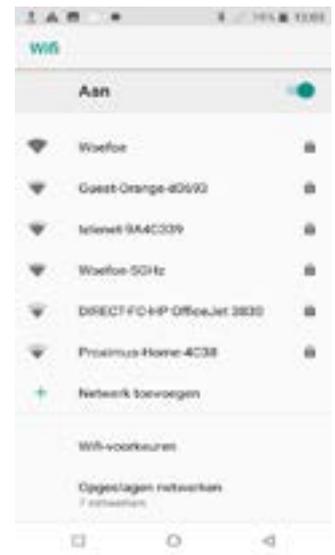
1

When opening the Settings app, enter the following password: 000000



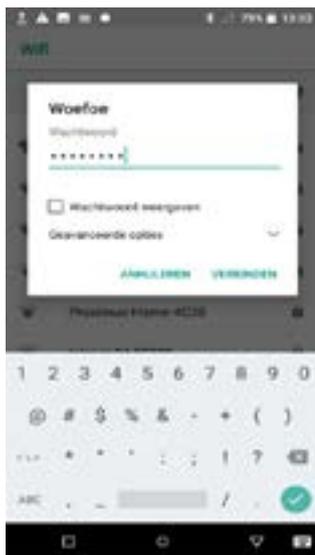
2

Select "WiFi".



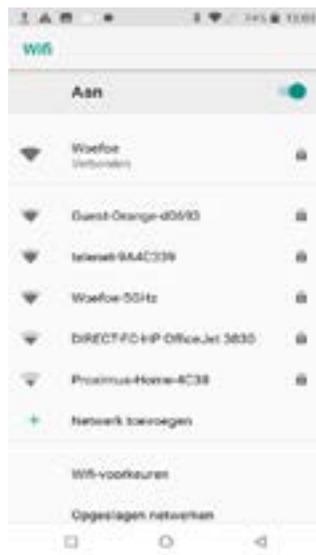
3

Turn on Wi-Fi by moving the slider to the right and select the desired network.



4

Enter the password and then click "Connect".



5

The payment terminal is now connected to the Wi-Fi network. Click "o" in the bottom centre of the screen to return to the home screen.

4.2 Connecting the Duo Base A80-A35 to Ethernet

Your CCV Duo Base comes standard with settings prepared for using dynamic IP addresses, in a dynamic DHCP internet connection. Almost all networks are set up for this. As soon as your payment terminal is connected to power and network, it should in principle connect immediately.

Is it not? Then follow the instructions below to set up a static IP address.

4.2.1 Checking Internet connection

Check the connection as follows:

- Go to the “Settings” app
- Enter password “000000” + green key
- Select ‘Ethernet’
- Here you can see the details of the connection:
 - IP address
 - Gateway
 - Netmask
 - DNS1
 - DNS2
- By default, the connection is set to DHCP.



Do all fields say “0.0.0.0”? Check whether your Ethernet cable is connected properly. If the cable is also properly connected, you are not using a DHCP server and should set a static ip address.

4.3 Setting a static IP address

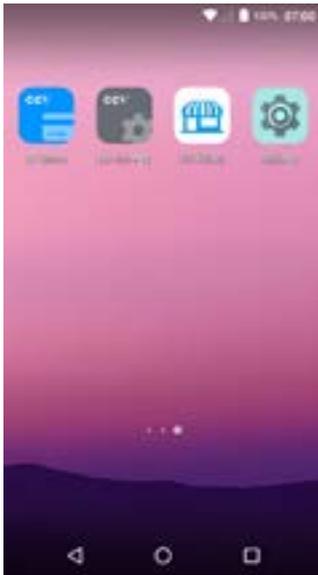
- If you choose a static IP address, your machine will use the same IP address at every connection time. This is what your router is set up for, often by a network administrator or perhaps by you yourself. Follow the steps below to set up your machine with a static connection:
 - Go to the “Settings” app
 - Enter password “000000” + green key
 - Select ‘Ethernet’
 - Select “Ethernet Configuration” at the bottom
 - Choose Static IP
 - You can complete the details below here:
 - IP address
 - Gateway
 - Netmask
 - DNS1
 - DNS2
 - Once all data has been completed, click Save.
 - If you want to exit this screen, select “o” in the navigation bar.

You can get the details of a static connection from whoever configured these settings, such as your network administrator or internet provider.

5. Activate payment terminal

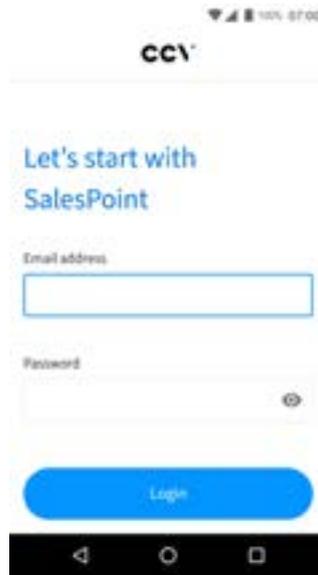
To perform transactions, you need to activate the payment terminal. To do this, you need the login details of your administrator account in MyCCV.

Forgot your credentials? You can reset them via: <https://sso.mycv.eu/external/resetpassword>



1

Open the SalesPoint app.



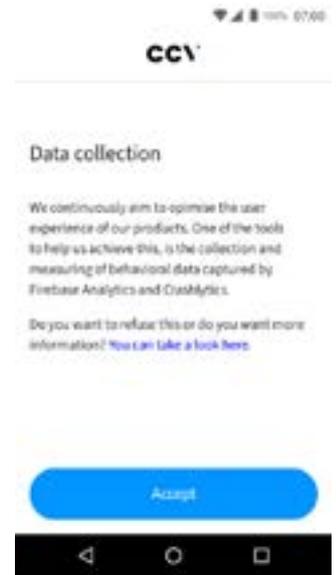
2

Enter the e-mail address and password and click 'Log in'.



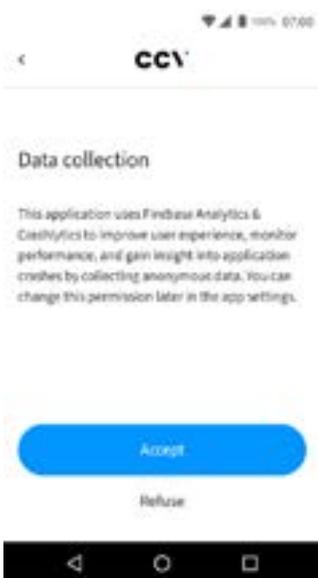
3

Enter a name for your payment terminal and click 'Continue'.



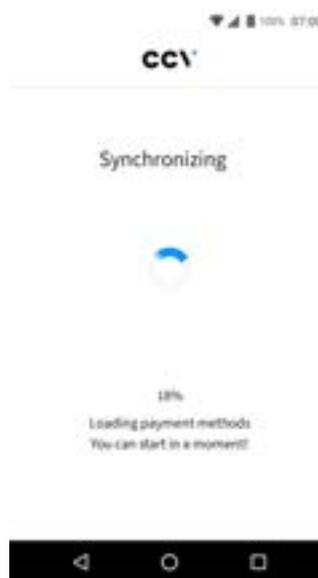
4

Click 'Accept' to continue.



5

Click 'Accept' again to continue.



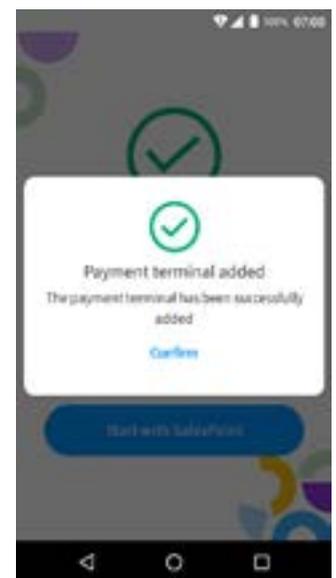
6

Your device will be synchronised.



7

Click on 'Add payment terminal'.



8

Click "Start with SalesPoint" to start your first transaction.

6. Transactions

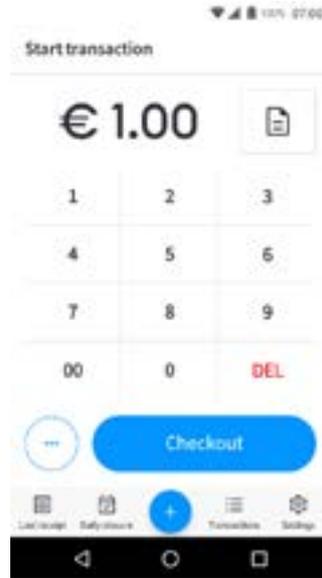
6.1 Making payments

Het uitvoeren van transacties doe je in de SalesPoint app.



1

Open the SalesPoint app.



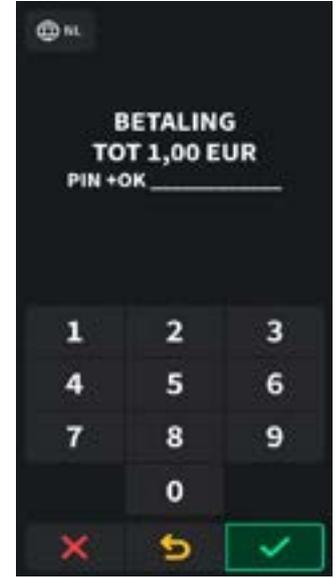
2

Enter the amount and click "Checkout".



3

Hold the debit card against the POS terminal, or slide it into the card reader at the bottom of the POS terminal. (*)



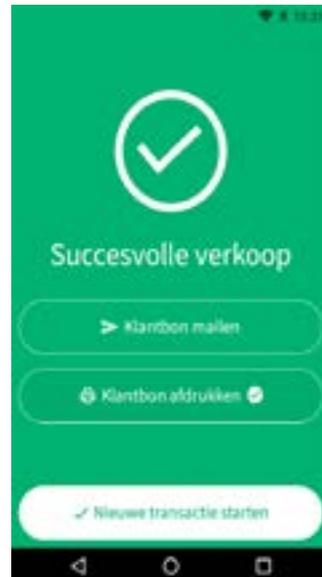
4

If necessary, enter the pin and press the "green tick".



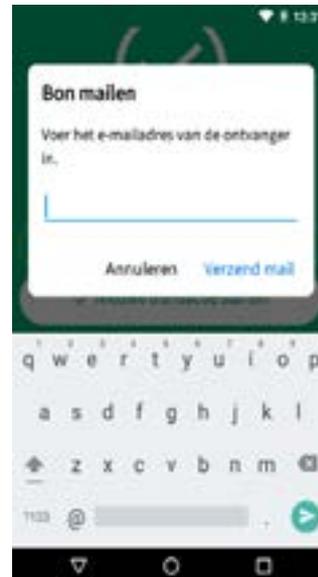
5

The customer is shown the checkout screen.



6

The transaction is successful and the receipt is printed.
If you want to forward the receipt to the customer by e-mail, click "e-mail customer receipt".



7

Enter the customer's e-mail address and click 'Send mail'.



8

If the transaction failed, you will see this message. In this example, the transaction was stopped by the customer. Click 'Retry' or 'Done'.

(*) With the CCV Duo Base, the card is read on the customer part

6.2 Enabling or disabling transaction types

The POS terminal supports multiple transaction types. Which types of transactions you can perform depends on the acquirer and the customer's debit card. An acquirer is a payment institution or a bank that receives and handles transactions. This party also issues data for accepting transactions.

Follow these steps to turn transaction types on or off:

- Open the **SalesPoint app**.
- Click **Settings**.
- Click **Configure device**.
- Click on **Additional payment types**.
- Turn the desired transaction types on or off by moving **the slider** to the right or left.
- You will get a pop-up window to confirm. Click on **OK**. Start a transaction by clicking < at the top of the screen.
- Enter an amount. Click on ... bottom left. Hies here from Payback, Reserve or Checkout. This depends on the payment types you have activated before.
- If you have turned off Refund and Reserve, then you can only Checkout.

6.3 Add description/name to a transaction

If you want to add a description or a name to a transaction, this is possible. This is useful when you want to retrieve a reservation or refund in the transaction overview.

- Open de **SalesPoint** app.
- Enter the **amount** of the transaction.
- Click on the **form** icon at the top right.
- Enter a description of the transaction and click **Add**.
- The description is now linked to your transaction. There is now also a **green tick** next to the form icon in the top right.
- Click **Checkout** to continue the transaction.

6.4 Search transaction

You can search for a description, amount, date, QR code or authorisation code of a transaction.

- Open the **SalesPoint** app.
- At the bottom, select on **Transactions**.
- Select the magnifying glass at the top right to search for your transaction.
- There are 5 ways to search for a transaction. By description, amount, date or QR code or authorisation code.
- Click your choice, enter the **search query** and click **Search Transaction**.
- Now you get the results of your search.
- Want to view details of a transaction? Then click on the transaction.
- In payment information, you will find all the details about the transaction.

6.5 Refund

Depending on the transaction processing contract you have signed with CCV, a refund can be made to your customer.

A refund does not require the use of your payment card from the original payment. The amount is deposited after a refund into the account of the payment card used to make the refund.

- Open the **SalesPoint app**.
- Enter the **amount** of the transaction.
- Click on the ... bottom left for more transaction types.
- Click **Refund**.
- Enter the **PIN code**.
- The cardholder follows the on-screen instructions and offers the card.
- The refund is processed and customer signs the receipt for approval.
- Click **Mail customer receipt** if you want to send the receipt to your customer.
- Print the receipt using the **Print customer receipt** button (not possible on A77).

6.6 Reservation

You execute a reservation to reserve an amount for a certain period. Think of this as reserving a deposit in advance when renting out an item. Afterwards, the deposit is deducted from the rental fee and the transaction is converted into a final payment.

It is not yet possible to cancel the reservation. Depending on the acquirer, reservations are automatically cancelled after 15-31 days.

- Open the **SalesPoint app**.
- Enter the **amount** you want to reserve.
- Click on the ... bottom left for more transaction types.
- Click on **Reservation**.
- Upon successful reservation, the result can be seen.
- Click **Mail customer receipt** if you want to send the receipt to your customer.
- Print the receipt using the **Print customer receipt** button (not possible on A77).

6.7 Add payment after reservation

You can add a payment to the reservation.

- Open the **SalesPoint app**.
- At the bottom, click on **Transactions**.
- Click on the reservation you want to add a payment to.
- Click on **Add payment**.
- Enter the **amount** you want to add to the reservation.
- Click on **Add payment**.
- Upon successful payment, the result can be seen.
- Click **Mail customer receipt** if you want to send the receipt to your customer.
- Print the receipt using the **Print customer receipt** button (not possible on A77).

6.8 Opening and closing of the day

6.8.1 Day opening

Keeping track of your payment periods now even easier. The moment you close a payment period, a new period is automatically opened. Read how to close (and restart!) a period in the next section.

6.8.2 Day end

The SalesPoint app keeps track of your daily totals. When you perform a daily close in the SalesPoint app, you close the payment period and immediately start a new period. The day-end report will show the totals of the closed period. You can choose to print these, for example for your records.

Closing the day goes as follows:

- Open the **SalesPoint app**.
- At the bottom, click on **Close of Day**.
- At the bottom, click **Close Day**.
- The counter is now back to 0 and you can start the day again.

Each day end is saved as a PDF in MyCCV.

7. Frequent actions

7.1 Perform contact TMS

With a Contact TMS, you synchronise payment terminal data. To do this, follow the steps below:

- Open the **Service app**.
- Select **Menu**.
- Select **Manager menu**.
- Enter the manager password (set to 99999 by default) and click **OK**.
- Select **Functions**.
- Select **Terminal**.
- Select **Contact TMS**.
- TMS communication is performed. SI-CONFIG appears on the screen.
- When it is finished, COMPLETED appears on the screen. You proceed to the report.
- Click **OK**.
- You are back at the main menu of the Service app. If you want to exit this screen, choose your **o** in the navigation bar.

7.2 Perform Acquirer parameter session

If your ATM is experiencing problems reading debit cards, run an acquirer parameter session to retrieve the parameters again. This re-synchronises the settings, which can solve problems:

- Open the **Service app**.
- Select **Menu**.
- Select **Manager menu**.
- Enter the manager password (set to 99999 by default) and click **OK**.
- Select **Functions**.
- Select **C-tap**.
- Select **Contact acquirer**.
- Select the acquirer you want to start a session for, e.g. CCVPay.
- After the session, it automatically returns to the screen with all acquirers.
- If you want to exit this screen, choose **O** in the navigation bar.

7.3 Retrieve terminal data

If you want to make a change or contact one of our Customer Advisors, it is helpful if you can look up your terminal details. Follow the steps below to look up your details:

- Open the **Service app**.
- Select **Menu**.
- Select **Display info**.
- Select **Terminal**.
- The details of your machine are displayed.
- When contacting the Support Department, they will ask for the TMS TID number.
- If you want to exit this screen, choose your **O** in the navigation bar.

7.4 Check active transaction types

To check which transaction types are active, you can request an acquirer parameter report:

- Open the **Service app**.
- Select **Menu**.
- Select **Manager menu**.
- Enter the manager password (set to 99999 by default) and click **OK**.
- Select **Reports**.
- Select **C-tap**.
- Select **Parameters**.
- Select **Acquirer**.
- Select the acquirer for which you want to start a report, e.g. CCVPay.
- The report is displayed. Scroll down the page to view the transaction types.
- If you want to exit this screen, choose **O** in the navigation bar.

7.5 Synchronise

You perform this action to retrieve the data from MyCCV.

- Open the **SalesPoint app**.
- Click **Support**.
- Here you will find all information regarding Contact, Device, Merchant, Hardware and Server.
- Scroll down and click Synchronise.

8. Other settings

8.1 Set input method amount

You can change the payment input method from euro cents to euros and vice versa. By default, the payment terminal is set to euro cents.

- Open the **SalesPoint app**.
- Click **Settings**.
- Click on **Numpad format**.
- Choose the desired setting: **Euro cent**. The last 2 digits will automatically appear after the decimal point. Or for **Euro**, where you manually enter the decimal.
- If you want to exit this screen, choose **O** in the navigation bar.

8.2 Accepting different cards

You can accept different types of cards (MasterCard, VISA, Maestro) from different acquirers on the POS terminal to carry out transactions. For each card type you want to accept, you need to enter into a contract with an acquirer. The acquirer is the party that makes it possible for you to carry out transactions on the payment terminal with different cards.

You can choose which acquirers you contract with. For example, it is possible to switch to another acquirer who charges lower rates. This can be done at any time. To do so, contact customer services.

View settings for card types

You can view a card relationship report on the CCV Mobile A920. The card relationship report shows which card types you can accept on the payment terminal and which transaction processors the cards are linked to. We advise you to always check a card relationship report if you have changed settings for the card types.

Perform the following actions to view a card relationship report:

- Open the **Service app**.
- Select **Menu**.
- Select **Manager menu**.
- Enter the manager password (set to 99999 by default) and click **OK**.
- Select **Reports**.
- Select **C-tap**.
- Select **Parameters**.
- Select card relations to display the report.
- If you want to exit this screen, choose **O** in the navigation bar.

8.3 Turn receipt printing on or off

This option does not apply to the CCV Compact A77.

It is possible to disable the printing of a customer receipt. The payment terminal will then no longer automatically print the receipt on a transaction. It is still possible to print or mail a receipt as soon as the transaction is completed. With the following steps, you can set the settings for printing:

- Open the **SalesPoint app**.
- Click **Settings**.
- At the bottom, you will see option **Print standard receipt**. This is on by default.
- You can turn Standard receipt printing on or off by moving **the slider** to the right or left.
- If you want to exit this screen, choose **O** in the navigation bar.

8.4 Ordering print rolls via the payment terminal

This option does not apply to the CCV Compact A77.

If you run out of print rolls, you can order them via the payment terminal. You do this as follows:

- Open the **Service app**.
- Select **Menu**.
- Select **Order Paper**. If you cannot select this option, please contact Customer Support to turn it on.
- Enter the manager password (set to 99999 by default) and click **OK**.
- Click **OK** to order or **STOP** to cancel.
- If you want to exit this screen, choose **O** in the navigation bar.

8.5 Sound settings

CCV Compact A77

You can adjust the volume with the buttons on the right side of the device, situated under the power button. The '+' increases the volume, the '-' decreases it.

You can also adjust the volume in the menu of the payment terminal:

- Open the **Settings app**.
- Enter the password **000000**.
- Scroll down and select **Sound**.
- Here you can adjust the volume to your liking.

CCV Mobile A920

You can adjust the volume with the buttons on both sides of the device. The button on the right side, situated above the power button, increases the volume. The button on the left side lowers the volume.

You can also adjust the volume in the menu of the payment terminal:

- Open the **Settings app**.
- Enter the password **000000**.
- Scroll down and select **Sound**.
- Here you can adjust the volume to your liking.

CCV Duo Base A80-A35

You can adjust the volume in the POS terminal's menu:

- Open the **Settings app**.
- Enter the password **000000**.
- Scroll down and select **Sound**.
- Here you can adjust the volume to your liking:
 - Key volume: key volume
 - Alarm clock volume: transaction sounds
 - Key sounds: turn key sounds on or off

9. Maintenance

We recommend that you clean your payment terminal regularly.

How often you do this depends on the amount of transactions you perform and the environment in which you use the payment terminal. Use the special cleaning cards to clean the card readers if you notice that the card readers are not reading the debit cards as well as they should.

A special cleaning set is available for cleaning the payment terminal. This set contains:

- Antistatic and antibacterial cleaning pads
- A cleaning card for the chip card reader
- a cleaning card for the magnetic card reader

On our website, you will find more information about this cleaning set, cleaning tips and you can also order these accessories.



Use a slightly damp cloth to clean the payment terminal.

Note: do not use a too-wet (cleaning) cloth, as this will damage the machine. So use a dry cloth with a spray or a few drops of Isopropanol*. Never spray liquid, such as disinfectant/disinfectant, directly on your payment terminal! Do not use bleach, hydrogen peroxide, thinner, trichloroethylene or ketone-based solvents. These agents can damage the vending machine.

10. MyCCV

Your payment terminal is linked to your customer portal MyCCV. In this environment, you can not only view your transactions and invoices, but also manage your payment terminal.

On our website, you will find all the info you need about MyCCV.

Contact details

Customer Support

085 019 6196

Sales

085 019 2310

CCV The Netherlands

Westervoortsedijk 55
6800 KH Arnhem

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